

2009 SAN FRANCISCO HOMELESS COUNT AND SURVEY

PREPARED BY:

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Shelters

<i>St. Joseph's Family Shelter</i>	<i>Hamilton Family Emergency Shelter</i>	<i>Diamond Youth Shelter</i>
<i>Central City Hospitality House</i>	<i>Hamilton Family Residences</i>	<i>Providence</i>
<i>A Woman's Place</i>	<i>Huckleberry House</i>	<i>Raphael House</i>
<i>Compass Family Center</i>	<i>Dolores Street</i>	<i>MSC South</i>
<i>The Sanctuary</i>	<i>La Casa de Las Madres</i>	<i>150 Otis St.</i>
<i>Next Door</i>	<i>Lark Inn for Youth</i>	<i>Bethel AME (Winter)</i>
		<i>Interfaith (Winter)</i>

Transitional Housing Programs

*A Woman's Place**Clara House**Washburn Hotel**Hamilton Transitional
Housing Program**Larkin St. Avenues to
Independence**Castro Youth Housing
Initiative**The LOFT (Larkin)**LEASE (Larkin)**Harbor House**Brennan House**Transitional Living for
Chronic Vets**Transitional Living for
Homeless Vets**Jelani House**Harbor Light**Richmond Hills**Walden House Programs**La Casa Mariposa**SafeHouse for Women**Salvation Army Railton Place**Larkin Street After Care**Larkin Street Assisted Care*

Jail

San Francisco County Jail

Hospitals

*St. Mary's**St. Francis**Veterans Administration
Hospital**California Pacific Medical
Center**Kaiser**SF General Hospital**Respite Center at Next Door**Respite Center at 39 Fell*

Treatment Programs

*Acceptance Place**Joe Healy Detox**Ferguson Place**Baker St. House**Grove St.**Joe Ruffin Place**Robertson Place**San Jose Place**Langley Porter (Psych. Inpatient)**St. Francis (Psych. Inpatient)**SF General Hospital (Psych.
Inpatient)**CPMC (Psych. Inpatient)**SF General Hospital ED Case
Management (Stabilization
rooms)**Jelani House Treatment*

Resource Centers

*150 Otis St.**Tenderloin Health**Oslun Center for Women**United Council of Human Services*

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This report was compiled and written by Applied Survey Research and Ali Schlageter, Liaison to the Local Homeless Coordinating Board.

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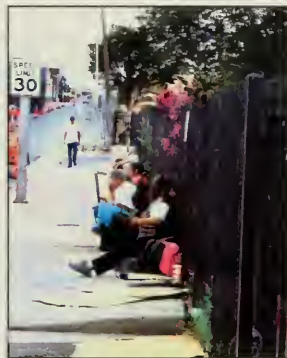
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I. Executive Summary

The 2009 San Francisco Homeless Count was a community-wide effort that took place on the night of January 27, 2009. The count provides information about the homeless population that is critical to program and service planning, helps to inform the allocation of resources for services to help the homeless, and offers a means of measuring the impact of homeless programs and services. In addition, it is required by the Department of Housing and Urban Development (HUD) as part of a national effort to enumerate the homeless population. All jurisdictions receiving federal funding to provide housing and services for the homeless through the McKinney-Vento Homeless Assistance Grant are required to conduct a biennial point-in-time count of unsheltered and sheltered homeless persons sometime during the last ten days of January. This information helps the federal government better understand the nature and extent of homelessness nationwide. The data presented in this report provide an updated point-in-time snapshot of the homeless population in San Francisco. The purpose of this report is to share the results of the count with the community, to provide a discussion of the methodology used, and to offer analysis of the findings.



The McKinney-Vento definition of homelessness was used as the basis for this study:

1. *An individual who lacks a fixed, regular, and adequate nighttime residence, and*
2. *An individual who has a primary nighttime residence that is:*
 - a. *a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); or*
 - b. *An institution that provides a temporary residence for individuals intended to be institutionalized; or*
 - c. *A public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.*

This definition does not allow for the inclusion of those who are marginally housed, “doubled up,” or “couch surfing.”

As in 2007, the 2009 count once again involved hundreds of community volunteers in a citywide enumeration effort, covering every area of the City to achieve the most accurate count possible of

The 2009 count involved hundreds of community volunteers in a citywide enumeration effort.

all individuals living on the streets on the night of the count. Staff from various City departments and the California Highway Patrol assisted with the enumeration of City parks and highway on-ramps and underpasses.

In complement to the unsheltered count, the City conducted a count of sheltered homeless persons in emergency shelters and transitional housing programs and persons self-identifying as homeless who were staying at other facilities on the night of the count.

Finally, a survey of homeless individuals administered primarily in outdoor locations throughout the City was also conducted to gather information about the homeless population's demographics, family status, causes of homelessness, length and recurrence of homelessness, usual nighttime accommodations, and access to homeless services. The surveys were conducted by a trained team of paid, currently and formerly homeless survey workers and unpaid community volunteers.

While maintaining a consistent methodology in order to generate comparable data, this year's count included improvements to the survey component. In addition, there were enhancements to the unsheltered and sheltered counts, including an improved methodology for enumerating those living in vehicles and encampments; a substantial increase in the use of trained outreach workers to assist community volunteers in counting unsheltered homeless persons; and the inclusion of additional stabilization room units and one more resource center in the 2009 sheltered count, compared to the 2007 sheltered count.

The total number of homeless persons counted in the City and County of San Francisco on January 27, 2009 was 6,514. This constituted a 25% decrease from 2002. The following chart provides a comparison of the results of the 2009, 2007, 2005, and 2002 counts. It is important to note, however, that the counts prior to 2007 did not employ the citywide enumeration method. Comparing the 2007 and 2009 results, on the surface it appears that there has been minimal or no change in San Francisco's homeless population over the past two years. However, the lack of change in the overall size of the homeless population obscures the significant progress that has been made in getting individuals into needed treatment programs and transitioning individuals out of homelessness and into stable housing, which has dramatically improved many lives. In the past few years, San Francisco has applied more innovation and resources to ending homelessness than any time in its history. From January 2004 to February 2009, 5,497 single homeless adults were placed in permanent supportive housing through Care Not Cash Housing, Housing First, Direct Access to Housing, Shelter Plus Care, and the Local Operating Subsidy Program. During this time span, another 3,646 homeless individuals left San Francisco to be reunited with friends or family members in other parts of the country through the City's Homeward Bound Program. In addition, 705 individuals on public assistance secured housing on their own. From 2004 through February 2009, a total of 9,143 individuals exited homelessness through various initiatives.

In the past few years, San Francisco has applied more innovation and resources to ending homelessness than any time in its history.



San Francisco remains a destination for homeless persons from other areas, inhibiting the City's progress toward reducing the overall homeless population. Thirty-eight percent (38%) of homeless individuals surveyed reported that they first became homeless outside of San Francisco or were relative newcomers, having lived in the City for three months or less. The most prevalent primary reason for coming to San Francisco, among those who became homeless outside of the City, was "for a job / seeking work" (24%). The next most common primary reasons for coming to the City among this group were "my family and / or friends are here" and "I visited and decided to stay"

(15% each). In addition, 12% of these respondents indicated that they came to San Francisco “to access homeless services.”

The 2009 count demonstrated that the City’s continued progress in reducing homelessness since late-2002 has been sustained, through the many programs and efforts discussed. As previously stated, in 2009, homelessness was 25% lower overall than in 2002, and the street homeless population was reduced by 40%.

Figure 1: 2009 Homeless Count Results and Comparisons with 2007, 2005, and 2002

	Single Adults 2009	Persons in Families 2009	Family Status Unknown 2009	Single Adults 2007	Persons in Families 2007	Family Status Unknown 2007	2009 Totals	2007 Totals	2005 Totals	2002 Totals
Street	1,269	25	1,415	1,935	66	770	2,709	2,771	2,655	4,535
Emergency Shelter	1,206	310	0	1,175	322	0	1,516	1,497	1,754	2,308
Transitional Housing & Treatment Centers	1,047	210	0	1,076	190	0	1,257	1,266	1,141	1,365
Resource Centers & Stabilization	540	0	0	321	0	0	540	321	192	331
Jail	394	0	0	400	0	0	394	400	415	Not reported
Hospitals	94	4	0	122	0	0	98	122	91	101
Total	4,550	549	1,415	5,029	578	770	6,514	6,377	6,248	8,640

Source: San Francisco Human Services Agency, *2009 San Francisco Unsheltered Homeless Count*, 2009. San Francisco Human Services Agency and Abbott Little Consulting, *San Francisco 2007 Homeless Count*, 2007.

II. Introduction

The 2009 San Francisco Homeless Count was a community-wide effort that took place on the night of January 27, 2009. The count provides information about the homeless population that is critical to program and service planning, helps to inform the allocation of resources for services to help the homeless, and offers a means of measuring the impact of homeless programs and services. In addition, it is required by the Department of Housing and Urban Development (HUD) as part of a national effort to enumerate the homeless population.

The count provides information about the homeless population that is critical to program and service planning.

All jurisdictions receiving federal funding to provide housing and services for the homeless through the McKinney-Vento Homeless Assistance Grant are required to conduct a biennial point-in-time count of unsheltered and sheltered homeless persons sometime during the last ten days of January. Currently San Francisco receives \$19.8 million in Homeless Assistance Grant money. This is a critical source of funding for the City and County budget for homeless services.

Per the guidelines set forth by HUD, the point-in-time count must include all unsheltered homeless persons and sheltered homeless persons staying in emergency shelters and transitional housing programs on the date of the count. Jurisdictions report the findings of their point-in-time count in their annual application to HUD for federal funding to provide housing and services for the homeless. The compilation of data collected through point-in-time counts across the United States helps the federal government to better understand the nature and extent of homelessness nationwide.

Approximately 425 community volunteers canvassed the streets of San Francisco in teams on January 27th between 8 p.m. and midnight to visually count unsheltered homeless individuals living outdoors, in vehicles, in makeshift structures or encampments, and in other structures or areas not intended for human habitation. For the count of sheltered homeless persons, staff of emergency shelters, drop-in centers, transitional housing programs, mental health facilities, treatment centers, the County jail, and City hospitals counted the number of homeless sheltered at their facility on the night of the count. The unsheltered count was scheduled after shelter curfews took effect in order to avoid duplicate counting.



A non-intrusive, point-in-time, visual enumeration method, while HUD approved and academically sound, has some inherent biases and shortcomings, which could result in the undercount of the homeless population, particularly those subsets of the homeless population that stay in places not easily or safely accessible by enumerators, such as private property and abandoned structures. Nonetheless, the count provides a homeless population estimate for San Francisco that is used by City and County staff to plan programs and allocate resources to better serve the homeless population.

While maintaining a consistent methodology in order to generate comparable data, there were enhancements to the 2009 unsheltered and sheltered counts, including an improved methodology for enumerating those living in vehicles and encampments; a substantial increase in the use of

trained outreach workers to assist community volunteers in counting unsheltered homeless persons; and the inclusion of additional stabilization room units and one more resource center in the sheltered count. In addition, this year's count included improvements to the survey component. A trained team of paid, currently and formerly homeless survey workers and unpaid community volunteers administered the survey to self-identifying homeless individuals, primarily in outdoor locations throughout the City. The survey elicited information about the homeless population's demographics, history of homelessness, living conditions, barriers to overcoming homelessness, and use of homeless services.

This report details the process of planning the count, the methodology, and the findings and limitations of the data. It also provides analysis, conclusions, and a contextualized interpretation of the findings, within the overarching framework of homeless services offered in San Francisco.

III. Planning Process

To ensure the success of the count, several City and community agencies collaborated in the areas of community outreach, volunteer recruitment, logistical planning, methodological decision-making, and interagency coordination. Applied Survey Research (ASR), a non-profit social research firm based in Santa Cruz County, provided technical assistance with these aspects of the planning process. ASR has over ten years of experience conducting homeless counts and surveys throughout California and across the nation. Their work is featured as a best practice in HUD's publication, *A Guide to Counting Unsheltered Homeless People*.

Community Involvement

Local homeless service providers and advocates have been active and valued partners in the planning and implementation of previous homeless counts. The planning team invited public input on a number of aspects of the count, including the proposed methodology, volunteer orientation, and recruitment and participation of homeless workers in survey administration. The Local Homeless Coordinating Board (LHCB), the lead entity of San Francisco's Continuum of Care, was invited to comment on the methodology, and subsequently endorsed it. The LHCB was also the primary venue to collect public feedback. The count was discussed at two LHCB meetings, and a separate community meeting was held to gather public input.

Interagency Coordination

In the early stages of the planning process, the planning team – comprised of staff from the Human Services Agency's Housing and Homeless Division, the Liaison to the Local Homeless Coordinating Board, and private consultants from Applied Survey Research – requested the collaboration, cooperation, and participation of several government agencies that regularly interact with homeless individuals and possess considerable knowledge and expertise relevant to the planning of a comprehensive count. In November 2008, the planning team organized an initial planning meeting including representatives of the San Francisco Police Department, the Department of Public Health, the Recreation and Park Department, the Department of Public Works, the Mayor's Office, the Office of City Administrator, and the Fully Integrated Recovery Services Team (SF FIRST), formerly the Homeless Outreach Team. The planning team requested the participation and input of these agencies in four key areas related to the unsheltered count: the recruitment and mobilization of volunteers among City staff, the identification of "hotspots" for homelessness throughout the City, the recruitment of staff to enumerate homeless individuals in City parks, and the provision of volunteer safety training and security detail on the night of the count. The planning team convened a series of more detail-focused meetings to coordinate the logistics of the unsheltered count and the park count with agency representatives in the following months. The planning team convened a final meeting of all agency representatives on January 7, 2009, during which the group reviewed and finalized all plans for the count.



IV. Methodology

San Francisco's 2009 census and survey of its homeless population was comprised of the following components:

1. **Unsheltered Count:** A visual point-in-time count of unsheltered homeless persons living outdoors, in vehicles, in makeshift structures or encampments, and in other structures or areas not intended for human habitation, conducted over a four-hour time window (8 p.m. to midnight) on the night of January 27, 2009.
2. **Sheltered Count:** Per HUD requirements, an enumeration of homeless individuals residing in emergency shelters and transitional housing on the date of the count. In addition, San Francisco counted homeless individuals temporarily living in jails, hospitals, and mental health and drug treatment facilities on the night of the count; however, these individuals are not reported to HUD for the point-in-time count, as they fall outside the McKinney-Vento definition of homelessness.
3. **Survey:** A survey of homeless individuals followed the count, taking place over a three week period in February. A trained team of paid, currently and formerly homeless survey workers and unpaid community volunteers administered a comprehensive survey to self-identifying homeless individuals, primarily in outdoor locations throughout the City. The survey elicited information about the homeless population's demographics, history of homelessness, living conditions, barriers to overcoming homelessness, and use of homeless services. The survey team employed a random selection process, approaching every third person they considered to be eligible for the survey.¹ Overall, 95% of individuals approached agreed to participate in the survey. The survey team successfully completed surveys with 534 individuals encountered across all of San Francisco's supervisorial districts.



HUD requires the submittal of point-in-time homeless count data with Continuum of Care Homeless Assistance funding applications, typically due in May or June each year.

Unsheltered Count

In devising the methodology for the count, the planning team drew upon recognized best

In devising the methodology for the count, the planning team drew upon recognized best practices as detailed in HUD's publication.

practices as detailed in HUD's publication, *A Guide to Counting Unsheltered Homeless People*. Overall, the approach used in the 2009 unsheltered count was consistent with the methodology used in 2007, in order to generate comparable data. However, this year's count included methodological improvements in the

¹ This method of selecting every third person was an attempt to eliminate bias in the selection of survey respondents. Because the exact size and composition of the overall population of homeless persons is unknown, it is possible that not every eligible person was considered in the selection of respondents. However, given the knowledge of the homeless population available to the survey team (the majority of whom were currently or formerly homeless individuals), it was a random respondent selection process. This approach of interviewing every *n*th person encountered is recommended by HUD in their publication *A Guide to Counting Unsheltered Homeless People*, revised 2008 (p.37).

enumeration of persons living in vehicles and encampments and a substantial increase in the use of trained outreach workers to assist community volunteers in counting the street homeless population.

As in 2007, San Francisco employed a “simple street count” methodology, by which teams of volunteers canvassed all areas of the City to directly observe persons in non-shelter, non-service, public locations. Because the same methodology was used, the results from 2009 and 2007 are directly comparable. This is a more comprehensive approach than the 2005 methodology, when the point-in-time count focused enumeration efforts on attaining complete coverage of densely populated and commercial areas, with selected coverage of identified “hotspots” in more sparsely populated and residential areas.

Volunteer Recruitment and Training

Again this year, many individuals who live or work in San Francisco turned out to support the City’s effort to enumerate the local homeless population. Approximately 425 community volunteers participated in the 2009 unsheltered count. The Human Services Agency (HSA) spearheaded the volunteer recruitment effort. Extensive outreach efforts were conducted, targeting local non-profits that serve the homeless and local volunteer programs.

Many individuals who live or work in San Francisco turned out to support the City’s effort to enumerate the local homeless population.

Project Homeless Connect publicized the upcoming count and promoted volunteer participation through an e-mail to its volunteer base and an event posting on its website. The Local Homeless Coordinating Board (LHCB), the Continuum of Care oversight body for San Francisco, also promoted community participation in the count at all general meetings and

subcommittee meetings for several months leading up to the count. The LHCB also posted an announcement and additional information about the count on its website and on the Craigslist website.

The planning committee sent a press release informing the community about the count and making an appeal for volunteer participation to media outlets approximately two weeks before the count. Volunteers registered to participate, and received additional details on the count, via a telephone hotline and dedicated SFGOV email account monitored and staffed by Applied Survey Research (ASR) support staff.

Hundreds of volunteers served as enumerators on the night of the count, canvassing the City in teams to visually count homeless persons in street locations. Volunteers also provided staffing support at the four dispatch centers, greeting volunteers, distributing instructions, maps, and equipment to enumeration teams, collecting data sheets from returning teams, and performing data entry as teams returned with their findings.

In order to participate in the count, all volunteers were required to attend a one-hour training preceding the count on January 27, 2009, from 7 to 8 p.m. In addition to the presentation given by the lead staff at the dispatch center, volunteers received printed instructions detailing how to count unsheltered homeless persons (see Appendix A). San Francisco Police Department officers provided a safety briefing to the volunteers and provided security at the dispatch centers throughout the night. Additional safety measures for the volunteers included the deployment of an experienced SF FIRST outreach worker with teams enumerating high density areas and the

provision of flashlights and fluorescent safety vests to walking enumeration teams. Approximately 35 outreach workers assisted on the night of the count, more than three times the number that participated in 2007.

Dispatch

To achieve complete coverage of the City within the four hour timeframe, the planning team identified four areas for the placement of dispatch centers on the night of the count – the Downtown (Central City), Mission, Sunset, and Bayview Districts. Volunteers selected their dispatch center at the time of registration, based on familiarity with the area or convenience. The planning team divided up the enumeration routes and assigned them to the dispatch center closest or most central to the coverage area, to facilitate the timely deployment of enumeration teams into the field.

Who Was Counted

In the volunteer training presentation and accompanying materials, volunteers were instructed on the criteria for determining whether to count an individual as homeless. The following behaviors and conditions, either alone or in combination, were points for consideration:

- Walking or standing “with no purpose” (loitering)
- Panhandling (with or without cup / sign)
- Carrying bags, backpacks, garbage bags, suitcases, blankets, and / or bedrolls
- With shopping cart containing personal belongings
- Recycling, especially large numbers of items
- Sleeping on the street
- Disheveled
- Inebriated / passed out on sidewalk

For safety reasons, the trainers instructed volunteers not to enter abandoned buildings, which may be structurally unsound and / or sites of illegal activity. Enumerators received special instructions for counting those living in vehicles, tents, and other makeshift dwellings (see Appendix A). Volunteers tallied the number of such vehicles and dwellings seen, without disturbing the occupant(s). An estimate of the number of individuals living in these vehicles, tents, and other makeshift dwellings was calculated using data on the average number of occupants of such accommodations from the subsequent survey.

Geographical Areas Covered

As in 2007, the 2009 unsheltered count included all areas of the City without exception. In the course of planning the count, the planning team deemed highway on-ramps and selected parks unsafe for nighttime enumeration by volunteers. These areas were not included in the routes canvassed by volunteer teams. To count the parks, the Recreation and Park Department (Rec / Park), the San Francisco Police Department (SFPD), and the Fully Integrated

The unsheltered count included all areas of the City without exception.

Recovery Services Team (SF FIRST), in collaboration with the Human Services Agency (HSA), reviewed and updated the plan developed for the 2007 count for enumerating homeless individuals present in the parks while prioritizing the safety of the volunteers and the accuracy of the count.

The plan for counting the parks divided the City's parks into three categories, assigning each category of parks a specific enumeration strategy. Parks considered too big and / or densely wooded to inspect safely and accurately in the dark on the night of the count were classified as Category 1 parks. There were approximately 34 Category 1 parks, including Golden Gate Park. Teams comprised of SFPD personnel and SF FIRST staff counted individuals identified as homeless in Golden Gate Park in the early morning of Wednesday, January 28, 2009. The remaining Category 1 Parks were grouped by SFPD District. In each SFPD district, SFPD staff and Rec / Park staff enumerated all the Category 1 Parks in their respective district on the morning of Wednesday, January 28, 2009.



Parks located in dangerous areas or encompassing remote or hidden areas unsafe for nighttime enumeration by volunteers were classified as Category 2 parks. There were approximately 29 Category 2 parks. Teams including one SFPD staff member and one Rec / Park supervisor counted all the Category 2 Parks in their assigned SFPD district on the night of the count.

Those parks considered small and safe enough for accurate nighttime enumeration by volunteers were classified as Category 3. These approximately 95 Category 3 parks were included in the volunteer enumeration routes. In the training, volunteers were instructed to count homeless individuals located in the park from the street or park perimeter. Parks located within a volunteer enumeration route were clearly marked to indicate whether they were to be counted by the volunteer team or were being counted by SFPD / Rec / Park teams. Parks that are locked at night were not included in the count.

For the safety of the volunteers, highway on-ramps and surrounding landscaped areas were excluded from volunteer enumeration routes. The California Highway Patrol counted the homeless individuals living in these locations on January 27, 2009 and reported the numbers the following morning.

This approach to counting homeless individuals in the City's parks and around highway on-ramps, devised in 2007 and updated in 2009, was a departure from the methodology employed in 2005, when Golden Gate Park was enumerated solely by Rec / Park without the assistance of the SFPD or SF FIRST, other parks were only counted by volunteers from the periphery of the parks, and areas near highway on-ramps were not counted.

Logistics of Counting

The planning team divided the City into 151 enumeration routes (see Appendix F for a map of the enumeration routes). Volunteers canvassed routes of approximately 6 to 30 blocks in teams of two to six volunteers. Walking teams canvassed routes in commercial areas and other locations known to include sizable homeless populations, while driving teams counted more sparsely

populated and residential areas by a combination of driving and walking. Each team received a map, which demarcated the area to be canvassed and clearly showed the boundaries of the counting area. Two smaller inset maps showed the approximate location of the route within the broader context of the City and pinpointed the location of known hotspots for homelessness. Dispatch center volunteers provided each team with tally sheets to tally homeless persons observed and record basic demographic and location information (see Appendix B: Tally Sheet for more information). Dispatch center volunteers also verified that at least one person on each team had a cell phone available for their use during the count and recorded the number on the volunteer deployment log sheet.

As in 2007, teams canvassing densely populated areas with known large populations of homeless persons were accompanied by experienced outreach workers from SF FIRST, a trained outreach team that works with the local homeless population year-round. SF FIRST members provided volunteers with valuable guidance on where and how to look for homeless persons and assisted the team in determining whom to count. Because of their familiarity with these areas and the local homeless population, SF FIRST members also helped to assure the safety of the volunteers.



Safety

SFPD coordinated the planning and implementation of safety measures on the night of the count, to minimize risks to the volunteers. The safety measures included the following:

1. SFPD officers provided safety training to volunteers at each of four dispatch centers and served as the call responder if any volunteer needed assistance.
2. SFPD enlisted the cooperation of CHP officers in counting homeless persons who lived near or on highway on-ramps and underpasses.
3. As noted above, SFPD officers partnered with Recreation and Park Department staff to canvass parks considered too densely wooded or otherwise dangerous for enumeration by volunteers.

Sheltered Count

The homeless occupancy of the following shelters and institutions was collected for the night of January 27, 2009. These individuals self-identified as being homeless.

HUD requires that individuals staying in the following facilities be included in the point-in-time count:

- Emergency shelters. Twenty emergency shelters reported occupancy numbers for the night of the count.
- Transitional housing. Twenty-one transitional housing programs provided a count of the number of residents at their facility on the night of the count.

- Resource centers. Four resource centers (drop-in service sites) in operation during the point-in-time count provided information.
- Stabilization rooms. SF FIRST provided the number of homeless individuals in stabilization rooms - temporary program rooms in single room occupancy hotels used to provide intensive case management services to the most vulnerable and chronic of the street homeless population. Eligibility for this program, managed by SF FIRST, includes the ability to follow a case management plan to move toward stability. Stabilization rooms were included in the 2007 count, but since then the City's stock of stabilization rooms has increased by 150 rooms; these additional rooms were also included in the 2009 count.

While HUD does not include counts of the homeless individuals in hospitals, residential rehabilitation facilities, and jails in the reportable numbers for the point-in-time count, these facilities are included in San Francisco's sheltered count because these individuals meet San Francisco's local definition of homelessness and the numbers provide important supplemental information for the community and service providers in their service planning efforts.

The following facilities participated in the count:

- Mental health facilities and substance abuse treatment centers. The Department of Public Health and local agencies assisted in collecting counts of self-identified homeless persons staying in various facilities on the night of January 27, 2009. These census numbers included inpatient psychiatric services, Acute Diversion Units, medically-assisted and social model detoxification facilities, and residential drug treatment facilities. Ten treatment agencies / programs submitted numbers.
- Jail. The San Francisco Sheriff's Department provided a count of the number of homeless persons in the County jail on the night of January 27, 2009.
- Hospitals. The San Francisco Hospital Council assisted with the coordination of obtaining census numbers from the hospitals. Staff from individual hospitals collected the number of persons who were homeless in their facilities on the night of January 27, 2009. The numbers reported for the hospitals did not duplicate the inpatient mental health units. Six local hospitals responded with their numbers, and two respite centers also provided numbers.



A designated staff person provided the census count for each of these facilities; clients were not interviewed. For the emergency shelters, transitional housing programs, resource centers, and stabilization rooms, all persons in the facility on the night of the count were included in the census because these are homeless-specific programs. For the hospitals and treatment centers, social workers or appropriate staff counted patients who identified as homeless. The San Francisco County Jail used an estimation to arrive at their census number, as discussed in the data results section.

Demographic data on the sheltered homeless population staying in emergency shelters and transitional housing were gathered from shelter providers by HSA at the time of the sheltered count, in compliance with HUD requirements. HUD also mandates the collection of subpopulation data in these facilities, including the number of people who are:

- Chronically homeless,
- Experiencing severe mental illness,
- Experiencing substance abuse,
- Veterans,
- Domestic violence victims, and
- Unaccompanied youth.

Clients were identified in one or more categories, as applicable.

Demographic data were not collected on persons counted at the resource centers, stabilization rooms, treatment centers, hospitals, or jail.

Survey

Planning and Implementation

The survey of homeless persons was conducted to gather qualitative data about the homeless community. These data were used in the application for McKinney-Vento Homeless Assistance federal funding. In addition, the qualitative data are important for homeless program development and planning. The survey elicited information such as demographics, family status, causes of homelessness, length and recurrence of homelessness, usual nighttime accommodations, and access to homeless services through closed-ended and multiple response questions. The survey data bring greater perspective to current issues of homelessness, and the provision and delivery of services. The collection of survey data provides a benchmark for tracking changes in the living and economic conditions of the local homeless population for future homeless studies.

The survey data bring greater perspective to current issues of homelessness, and the provision and delivery of services.

The survey team included seven currently or formerly homeless individuals, who were referred by local service providers, and two community volunteers. All members of the survey team completed an orientation training session with Applied Survey Research staff, which included project background information and detailed instruction on respondent eligibility, randomized survey sampling, interviewing protocol, and confidentiality. The survey tool was reviewed in detail.

The survey was administered over a three-week period in February. Homeless workers were compensated at a rate of \$5.00 per survey completed. Community volunteers conducted surveys on an unpaid basis. All surveys were reviewed by HSA staff to ensure completeness and authenticity. (For additional details on survey administration, see Appendix E.) To promote participation in the survey, HSA provided ten-minute phone cards to be offered as an incentive gift to survey respondents in appreciation for their time and participation.

Survey Sampling

To survey a broad cross-section of the local homeless population, members of the survey team were instructed to employ a random selection process, in which survey workers identified possible respondents and approached every third person to administer the survey. The survey team documented refusals to take the survey. If an individual refused to take the survey, the survey worker approached the next possible respondent. After completing a survey, the survey worker continued with the “every third person” selection process. Overall, the survey refusal rate was five percent.

The survey team administered surveys across the City (in all supervisorial districts) primarily in outdoor locations such as streets and parks and around services sites. Surveys were completed in both English and Spanish; Spanish-speaking survey workers targeted their efforts in areas with large Spanish-speaking populations, such as the Mission and Downtown districts. Survey interviewers were instructed to screen possible respondents by asking them if they self-identify as homeless, inquiring if they had already taken the survey, and if not, if they were willing to do so, knowing that there was a thank you gift for completing the survey. Interviewers were asked to remain unbiased at all times, to make no prompts or assumptions, and to ask all questions but allow respondents to skip any question they did not feel comfortable answering.

The planning team decided to focus survey efforts on outdoor, street locations. Overall, 27% of those surveyed were sheltered, while the remaining 73% were unsheltered. It should be noted that this street-based approach was a departure from the service-based approach taken in 2007. In 2007, over 40% of survey respondents were sheltered.



Data Collection

Survey interviewers emphasized the anonymity and confidentiality of the survey to encourage respondents to be candid in their responses. Interviewers assured respondents that these responses would be reported only as general findings and would not be traceable to any one individual.

Overall, the interviewers experienced excellent cooperation from the respondents. The currently and formerly homeless individuals on the survey team were especially productive in administering surveys, with a very low refusal rate. This was potentially influenced by the interviewers and respondents sharing a common experience of being homeless in San Francisco. Another reason for interview cooperation may have been the incentive gift, which was given to respondents upon completion of the interview.

Data Integrity

In order to avoid potential duplication of respondents, the survey queried respondents' initials and date of birth, so that duplication could be avoided without compromising the respondents' anonymity. Upon completion of the survey effort, an extensive verification process was

conducted to eliminate potential duplicates. This process examined respondents' date of birth, initials, gender, ethnicity, length of homelessness, and consistencies in patterns of responses to other questions in the survey. It was determined that seven of the surveys were duplicates. Therefore, 534 of the surveys conducted were valid. Based on a point-in-time estimate of approximately 6,514 homeless persons, the valid 534 surveys would represent a confidence interval of +/- 5% with a 95% confidence level, using a random survey process. Because this survey specifically targeted the street homeless population, the sample provided statistically valid information for the unsheltered population, but not for the sheltered population. The sheltered count provided supplementary information on the sheltered population.

Survey Methodological Improvements from 2007

The 2009 homeless survey expanded and improved upon San Francisco's first homeless survey effort in 2007.

In 2007 a survey was conducted at service site locations throughout San Francisco, over a two-day period following the count. The 2007 survey was of more limited scope and focused on gathering demographic data and an estimate of the number of chronically homeless persons, which is a HUD reporting requirement. Surveys were completed at five local social service agencies. All survey responses were anonymous. Participation was voluntary, and no incentive gift was offered. Trained staff persons were not available to administer surveys at each survey location; as a result, self-administered surveys were also collected. The 2007 survey sample was 292 homeless persons.

This year, the planning team, in consultation with Applied Survey Research, improved the survey methodology by training a dedicated team of survey interviewers to administer each survey; no self-administered surveys were accepted for quality assurance purposes. The planning team

The planning team expanded the scope of the survey in order to generate additional information, beyond what is required by HUD, for use in local program development and service planning.

expanded outreach efforts to survey homeless persons by enlisting the participation of currently and formerly homeless individuals as paid survey workers and offering an incentive gift to respondents for participating in the survey. The planning team also expanded the scope of the survey in order to generate additional information, beyond what is required by HUD, for use in local program development and service planning efforts.

As mentioned above, the expanded survey sample was also an improvement, as it was of sufficient size to provide statistically valid information for the unsheltered population. By contrast, in 2007 the survey sample size was not large enough to provide statistically valid information on either the sheltered or unsheltered populations.

See Appendix C for a copy of the 2009 survey instrument.

V. Data Results

To accurately enumerate the point-in-time homeless population of San Francisco, the 2009 Homeless Count included:

1. Unsheltered homeless people, including those observed on the streets, in vehicles, and in makeshift structures and encampments;
2. Sheltered homeless people occupying emergency shelters, transitional housing, and stabilization rooms;
3. Persons occupying institutions such as hospitals, residential treatment centers, and jails (although persons in this category are not reportable to HUD).

Number of Homeless People

The point-in-time count was conducted on Tuesday, January 27, 2009, from 8 p.m. to midnight. Enumeration teams canvassed all areas of the City. Local shelters and institutions reported their occupancy for the night of the count.

There were 1,659 persons visually identified on the streets, 111 people in 74 cars, 550 people in 250 vans, campers, or RVs, and 389 people in 160 makeshift structures and encampments in San Francisco during the point-in-time count, totaling 2,709 unsheltered, or “street,” homeless persons. In addition, 3,805 persons were counted in the point-in-time shelter and institution count. The total combined count was 6,514 homeless persons.

Compared to the 2007 count, the overall number of homeless persons enumerated increased slightly (2%), from 6,377 to 6,514. However, the number of homeless persons counted on the street decreased 2% (from 2,771 to 2,709), while the number of sheltered homeless persons increased 6% (from 3,606 to 3,805). The increase in the shelter population may be explained, in part, by the addition of approximately 150 rooms to the stock of stabilization rooms since 2007 and the inclusion of the Oshun Women’s Drop In Center in the 2009 count.

There were 2,709 unsheltered, or “street,” homeless persons counted. In addition, 3,805 persons were counted in the shelter and institution count.

The total combined point-in-time count was 6,514 homeless persons.

Unsheltered Count

The following tables present the results of the point-in-time unsheltered count, with detailed demographic information, by supervisor district. On the night of the count, the largest population of homeless individuals by supervisor district was in district 6, with 43% of the total (see Appendix F for a map of the supervisor districts). Although volunteers were not able to determine the race or gender of many of the individuals enumerated on the night of the count, available results indicated that the majority of homeless individuals were male and either white or African American.

Figure 2: 2009 Unsheltered Count Results by Supervisor District: Gender and Race / Ethnicity

Supervisor District	Total	GENDER				RACE / ETHNICITY					
		Male	Female	Trans-gendered	Unknown	Asian	Black	Latino	Other	Unknown	White
1	120	40	9	0	71	0	18	1	1	67	33
2	60	14	2	0	44	1	7	1	0	45	6
3	189	100	10	0	79	0	23	6	1	97	62
4	74	6	0	0	68	0	3	0	0	68	3
5	115	49	8	3	55	3	13	2	0	56	41
6	1,167	533	115	1	518	20	309	22	4	560	252
7	45	3	3	0	39	2	0	0	0	39	4
8	92	49	6	0	37	0	5	4	0	47	36
9	132	64	7	0	61	1	17	26	0	65	23
10	444	54	8	0	382	1	33	2	0	383	25
11	43	13	1	0	29	1	3	2	0	36	1
Parks & CHP	228	109	36	0	83	2	20	5	0	88	113
Total	2,709	1,034	205	4	1,466	31	451	71	6	1,551	599
Count % in 2009		38.2%	7.6%	0.1%	54.1%	1.1%	16.6%	2.6%	0.2%	57.3%	22.1%

Source: San Francisco Human Services Agency, 2009 San Francisco Unsheltered Homeless Count, 2009.

For the purposes of the count, a family was defined as a single person or couple with at least one child under the age of 18, following the definition set forth by HUD. Youth were defined as persons under 18 years. Transition aged youth were defined as 18-24 years. Of the unsheltered persons counted, families and youth were small percentages of the population (0.9% and 0.3%, respectively). The majority of unsheltered homeless persons were adults not accompanied by a child under age 18. It should be noted that, for safety and other reasons, unsheltered families and youth more typically stay in places not visible to enumerators and are thus underrepresented in street counts.

During the course of the unsheltered count, enumerators counted cars, vans, campers, and RVs, and makeshift structures and encampments with what appeared to be sleeping occupants. The definition of makeshift structures and encampments for the purposes



of this study was one or more makeshift structures for living, including (but not limited to) tents, tarps, cardboard, or crates actively being occupied by homeless persons. Out of concern for the privacy of the occupants and the safety of the enumerators, counters were instructed not to approach vehicles or encampment areas. Instead, when they could not clearly count the number of occupants, enumerators were asked to note on their tally sheet how many vehicles or structures / encampments they discovered.

To calculate the number of people in those vehicles and structures / encampments, empirical data from the 2009 San Francisco Homeless Survey were used to generate a multiplier. This was done by asking survey respondents who reported staying in these types of living accommodations how many people typically stayed there, producing an average number of people for each of these

sleeping locations. The multiplier number for cars was 1.5, for vans / campers / RVs was 2.2, and for makeshift structures / encampments was 2.43. These multipliers were applied to every car, van / camper / RV, and makeshift structure / encampment identified, resulting in the numbers reported here. This method of calculation was new to the 2009 count.²

Figure 3: 2009 Unsheltered Homeless Count Results by Supervisor District: Family Status, Age, and Estimated Number of Homeless Persons Living in Cars, RVs / Vans, and Structures

District	Total	FAMILY STATUS			AGE				VEHICLE / STRUCTURE / ENCAMPMENT		
		Single Adult	Individual in Family	Unknown Family Status	Adult	Unknown Age	Transition Aged Youth (18-24)	Youth (under 18)	Individuals in Cars	Individuals in RVs / Vans	Individuals in Structures / Encampments
1	120	57	0	63	26	91	3	0	11	27	10
2	60	22	0	38	15	44	1	0	0	22	2
3	189	114	9	66	108	77	1	3	2	4	44
4	74	6	0	68	6	68	0	0	0	46	0
5	115	68	1	46	66	45	3	1	1	11	22
6	1,167	629	13	525	602	543	20	2	12	117	192
7	45	6	0	39	5	39	1	0	3	22	0
8	92	59	0	33	55	36	1	0	3	15	10
9	132	77	0	55	70	57	5	0	1	33	17
10	444	70	2	372	64	376	3	1	42	200	80
11	43	14	0	29	14	29	0	0	6	9	5
Parks & CHP	228	147	0	81	143	85	0	0	30	44	7
Total	2,709	1,269	25	1,415	1,174	1,490	38	7	111	550	389
% of Total 2009		46.8%	0.9%	52.2%	43.3%	55.0%	1.4%	0.3%	4.1%	20.3%	14.4%

Source: San Francisco Human Services Agency, 2009 San Francisco Unsheltered Homeless Count, 2009.

Of the 1,243 unsheltered homeless persons whose gender could be visually identified by enumerators, approximately 83% were male, 16% were female, and less than 1% were transgendered. Due to the limits of observation, more than half (54%) of those counted were identified as unknown gender – this includes those sleeping in vehicles, structures, and encampments.

² The planning team decided to use this method to improve the accuracy of the multipliers. Prior to 2009, a multiplier of 2 was applied, regardless of the type of vehicle or structure / encampment. Using survey data to derive type-specific multipliers resulted in a multiplier less than 2 for cars and multipliers greater than 2 for vans / RVs and structures / encampments. Accordingly, the number of persons in cars reported here is less than it would have been using the prior methodology, whereas the numbers of persons in vans / RVs and structures / encampments are greater than they would have been using the prior methodology. Taking all three categories together, the total number of people reported here (1,050) is 82 persons more than it would have been using the prior methodology (968). The planning team considers the numbers provided in the table, calculated with type-specific multipliers according to the new methodology, to be more accurate.

Unsheltered Results Comparison: 2000-2009

The following table compares the results of the 2009 unsheltered count and previous unsheltered counts. The point-in-time count of unsheltered homeless persons has remained fairly consistent since 2005, well below the counts tallied in 2001 and 2002.

Figure 4: Unsheltered Count Results Comparison 2000-2009

District	4/27/2000	10/25/2000	10/25/2001	10/29/2002	1/25/2005	Adjusted* 2005	1/31/2007	1/27/2009
1	NA	3	69	127	75	75	218	120
2	NA	46	92	96	22	79	81	60
3	NA	80	280	444	166	167	206	189
4	NA	9	161	331	34	97	70	74
5	NA	136	233	569	109	110	114	115
6	NA	1,004	1,158	1,071	1,232	1,233	1,239	1,167
7	NA	9	34	266	10	25	21	45
8	NA	113	108	374	158	159	190	92
9	NA	205	238	249	191	192	200	132
10	NA	412	733	811	483	484	349	444
11	NA	9	50	197	17	34	20	43
Unsure		7						
CHP							63	
Parks & CHP**								228
Total	1,805	2,033	3,156	4,535	2,497	2,655	2,771	2,709

Source: San Francisco Human Services Agency, *2009 San Francisco Unsheltered Homeless Count*, 2009. San Francisco Human Services Agency and Abbott Little Consulting, *San Francisco 2007 Homeless Count*, 2007.

* 2005 counts were adjusted to reflect areas not covered by counters.

**In 2009, park counts were combined with CHP counts, rather than added into district counts.

Sheltered Count

A point-in-time enumeration of the number of homeless persons occupying emergency shelters, transitional housing, resource centers, stabilization rooms, treatment centers, hospitals, and jails on the night of the count was conducted in conjunction with the unsheltered count. The people counted in residential treatment centers, hospitals, and jails are not reportable to HUD, but they are included within San Francisco's local definition of homelessness. The largest group of sheltered homeless persons were those who stayed in emergency shelters (1,516 persons), comprising 40% of the total sheltered population. Transitional housing residents (964 persons) represented 25% of the overall sheltered homeless population.

Figure 5: 2009 Sheltered and Unsheltered Count Results and Comparisons to 2007 and 2005

	Single Adults 2009	Person in Families 2009	Family Status Unknown 2009	2009 Totals	2007 Totals	2005 Totals
Emergency Shelter	1,206	310	0	1,516	1,497	1,754
Transitional Housing	785	179	0	964	1,062	1,141
Treatment Centers	262	31	0	293	204	
Resource Centers	233	0	0	233	182	192*
Stabilization Rooms	307	0	0	307	139	
Jail	394	0	0	394	400	415
Hospitals	94	4	0	98	122	91**
Sheltered Count Total	3,281	524	0	3,805	3,606	3,593
Street Total	1,269	25	1,415	2,709	2,771	2,655
Unsheltered and Sheltered Total	4,550	549	1,415	6,514	6,377	6,248

Source: San Francisco Human Services Agency, 2009 San Francisco Unsheltered Homeless Count, 2009. San Francisco Human Services Agency, 2009 San Francisco Sheltered Homeless Count, 2009. San Francisco Human Services Agency and Abbott Little Consulting, San Francisco 2007 Homeless Count, 2007.

* Stabilization rooms were not included in the 2005 count.

** The 2005 count included numbers only from San Francisco General Hospital.

An estimate of 394 homeless persons was reported by the County jail for the night of January 27, 2009. On any given day, the Sheriff's Department estimates that roughly 20% of the jail population is "homeless." This estimate is based on the number of prisoners whose booking cards indicated no local address or had a "transient" designation and the number of persons who provided addresses of shelters or SROs as their residence. It should be noted, however, that some percent of those with no local address may have an address outside of the City, and some of those who report their status as "transient" may simply be unwilling to provide an address.

The 2009 sheltered count included homeless patients residing in six hospitals. The number of homeless persons enumerated in hospitals decreased by 20% (from 122 to 98) from 2007 to 2009. The number of homeless patients at San Francisco General Hospital declined by a third (from 48 to 32 persons), continuing the trend of decrease observed from 2005 to 2007 (a decline of 47%). This decline is likely attributable to the increase of "stabilization housing" units, medical respite, and other alternatives to hospitalization for the chronically homeless. The previous table illustrates the results of the sheltered count by type of shelter facility and family status. The large majority of sheltered homeless persons enumerated were adults not accompanied by a child under age 18.

Compared to 2007, there was a 6% increase in the sheltered homeless population (an increase of 199 persons). The increase in the shelter population may be explained, in part, by the addition of approximately 150 rooms to the stock of stabilization rooms since 2007 and the inclusion of the Oshun Women's Drop In Center in the 2009 count.

Sheltered Count Demographics

As discussed in the sheltered count methodology section, HUD requires the collection of certain demographic data on the persons staying in emergency shelters and transitional housing programs. The demographic data collected from the 20 emergency shelters and 21 transitional

housing programs reporting census numbers on January 27, 2009 are presented in the following table. Clients were identified in one or more categories, as applicable.

Figure 6: Demographic Data: Emergency Shelter and Transitional Housing Residents, January 27, 2009

Facility Type	Chronically Homeless	Serious Mental Illness	Substance Abuse	Veteran	Domestic Violence	Unaccompanied Youth
Emergency Shelter	56.5%	35.4%	43.7%	9.1%	14.6%	0.1%
Transitional Housing	15.6%*	9.6%	17.3%	6.6%	10.6%	0.0%

Source: San Francisco Human Services Agency, 2009 San Francisco Sheltered Homeless Count, 2009.

*Note: These data are gathered for the purpose of local service planning, but are not reportable to HUD, as HUD does not consider individuals in transitional housing to still be chronically homeless.

Demographic data were not collected on persons counted at the resource centers, stabilization rooms, treatment centers, hospitals, or jail.

Survey Results

The following section provides an overview of the results of the 2009 San Francisco Homeless Survey. The survey findings were used to define qualitative characteristics of the overall population. The survey team successfully completed 534 surveys with unduplicated (unique) homeless individuals throughout San Francisco over a three-week period from early to late February. Approximately 8% of these surveys were conducted in Spanish. Missing values have been intentionally omitted from the 2009 survey results. Therefore, the total number of respondents for each question will not necessarily equal the total number of surveys. Please note, however, that missing values were included in tables comparing 2007 and 2009 data, for comparative purposes. A copy of the survey instrument can be found in Appendix C.

The survey findings were used to define qualitative characteristics of the overall homeless population.

As mentioned in the methodology section of this report, the survey expanded upon the survey effort undertaken in 2007. The size of the sample increased to 534 from 292 (an 83% increase).

As also noted in the methodology section, there was a shift from a service-based survey administration method in 2007 to a street-based method in 2009. Fewer sheltered homeless



persons were included in the 2009 survey sample. They comprised 27% of the total sample in 2009, compared to over 40% of the 2007 sample. It is important to consider this change in the proportions of sheltered and unsheltered respondents when comparing survey results from 2007 and 2009.

The survey elicited information such as demographics, family status, causes of homelessness, length and recurrence of homelessness, usual

nighttime accommodations, and access to homeless services through closed-ended and multiple response questions. A complete list of survey questions and responses is included in Appendix D.

Demographics

In order to measure the diversity of homeless residents in San Francisco, respondents were asked to answer several questions pertaining to their age, gender, ethnicity, and military service.

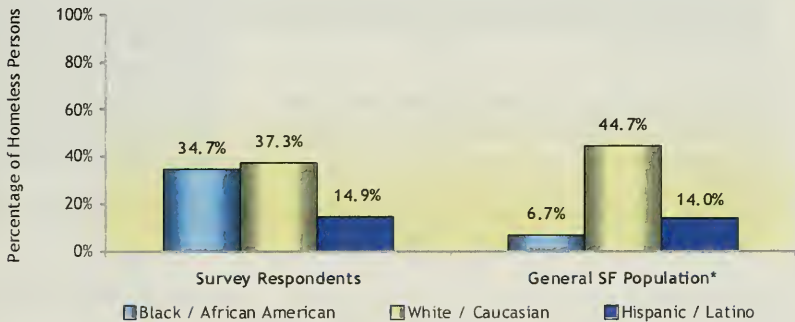
Age

- ✓ Approximately 36% of survey respondents were between 41 and 50 years of age.
- ✓ The second and third largest age segments among respondents were 51 to 60 (24%) and 31 to 40 (21%).
- ✓ Seniors (more than 60 years old) comprised 4% of survey respondents.

Race / Ethnicity

- ✓ The two largest racial / ethnic groups among survey respondents were White / Caucasian (37%) and Black / African American (35%).
- ✓ 15% of survey respondents identified as Hispanic / Latino.

Figure 7: Race / Ethnicity of Survey Respondents and General Population of San Francisco



San Francisco Homeless Count Survey Respondents N = 531

General San Francisco Population N = 757,604

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009 Bay Area Census (2009). San Francisco City and County. Retrieved March 20, 2009, from Bay Area Census website URL: www.bayareacensus.ca.gov/counties/SanFranciscoCounty.htm

*These are 2007 American Community Survey estimates

Gender

- ✓ Among survey respondents, the large majority was male (78%).
- ✓ 21% of survey respondents were female.
- ✓ Transgendered people constituted 1% of survey respondents.

Veteran Status

- ✓ 17% of survey respondents had served in the United States Armed Forces.
- ✓ Two-thirds of the veterans surveyed (67%) received an honorable discharge from service.

17% of survey respondents had served in the United States Armed Forces.

Family Status

- ✓ Three-quarters (75%) of survey respondents indicated they were living alone at the time of the survey.
- ✓ Of those who lived with others, 36% lived with friends, 34% lived with a spouse or partner, and 6% lived with child/children.
- ✓ Of the 15 of respondents who were 21 years old or younger, 7 had previously been in foster care.

Education

- ✓ 40% of survey respondents indicated that they had completed high school or received a GED, as their highest level of education.
- ✓ 12% of unemployed respondents said that they needed training, and 9% said they needed education, in order to secure a job.
- ✓ All six survey respondents with school-aged children (6 – 17 years old) living with them reported that the children were enrolled in school.

40% of survey respondents indicated that they had completed high school or received a GED, as their highest level of education.

Criminal Justice

- ✓ Approximately 26% of survey respondents reported they had spent one or more nights in jail or prison in the last 12 months.
- ✓ 12% of those responding to the survey indicated that they had been on probation or parole when they became homeless.

San Francisco Residency

- ✓ **The large majority of survey respondents (78%) reported that they were living in San Francisco right before they became homeless.**
 - 73% of these respondents had lived in San Francisco for one year or more; 43% were San Francisco residents for more than 10 years.
- ✓ **6% of those surveyed had been living in neighboring Bay Area counties (Alameda, Contra Costa, San Mateo, Marin, and Santa Clara Counties) right before they became homeless.**
- ✓ **Of those who came to San Francisco after becoming homeless, the most frequent response (24%) for the primary reason for coming to San Francisco was that the individual came “for a job / seeking work.”**
- ✓ **The percentage of persons surveyed who reported that they became homeless outside of San Francisco decreased from 31% in 2007 to 22% in 2009.**

Figure 8: *Residence When Respondent Became Homeless*

Where were you living at the time you most recently became homeless?				
	2007		2009	
	Number	Percent	Number	Percent
San Francisco	182	62.3%	418	78.3%
Outside of CA	46	15.8%	46	8.6%
Other County in CA	44	15.1%	70	13.1%
No response	20	6.8%	0	0.0%
Total	292	100.0%	534	100.0%

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009. San Francisco Human Services Agency and Abbott Little Consulting, San Francisco 2007 Homeless Count, 2007.

Characteristics of Homelessness

Characteristics of homelessness vary greatly among respondents. While many respondents were experiencing homelessness for the first time, or had been homeless just a few months, others had been homeless repeatedly or for extended periods of time. Characteristics such as usual nighttime sleeping accommodations and causes of homelessness differed across respondents.

Homeless Status

- ✓ **45% of survey respondents were experiencing homelessness for the first time.**

Length of Homelessness

- ✓ 73% of respondents had been homeless for 12 months or longer since they last lived in a permanent housing situation.
 - 46% of respondents reported that they had been homeless for more than 3 years.
- ✓ 10% of those surveyed had been homeless for 3 months or less.

Figure 9: Length of Homelessness

How Long Have You Been Homeless?				
	2007		2009	
	Number	Percent	Number	Percent
Less than 1 year	74	25.3%	143	26.8%
1 – 3 years	90	30.8%	147	27.5%
More than 3 years	102	34.9%	243	45.5%
Declined to answer	11	3.8%	1	0.2%
Don't know	15	5.1%	0	0.0%
Total	292	99.9%	534	100.0%

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009. San Francisco Human Services Agency and Abbott Little Consulting, San Francisco 2007 Homeless Count, 2007.

Note: Totals may not equal 100% due to rounding.

Transition Aged Youth (18-24 Years)

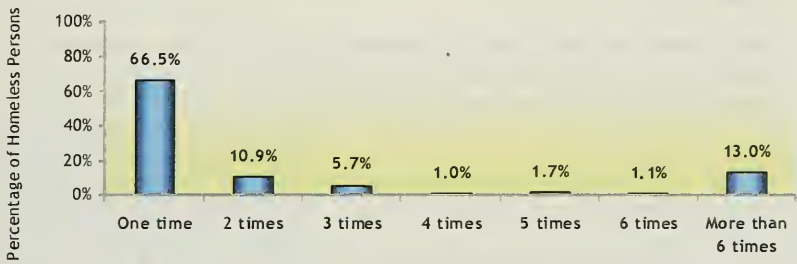
- ✓ Of survey respondents ages 18 to 24, 60% reported being homeless for a year or more. In 2007, 75% of respondents in this age group had reported being homeless for one year or more.
- ✓ Of survey respondents ages 18 to 24, about 28% reported being homeless for three years or more. In 2007, 36% of respondents in this age group had reported that they had been homeless for three years or more.

Of survey respondents ages 18 to 24, 60% reported being homeless for a year or more.

Recurrence of Homelessness

- ✓ When asked how many times they had been homeless in the past 12 months, two-thirds of respondents (67%) indicated that they had been homeless only once (their current period of homelessness).
- ✓ 17% of respondents had been homeless two or three times in the past twelve months.
- ✓ 14% of respondents had experienced six or more episodes of homelessness within the past year.

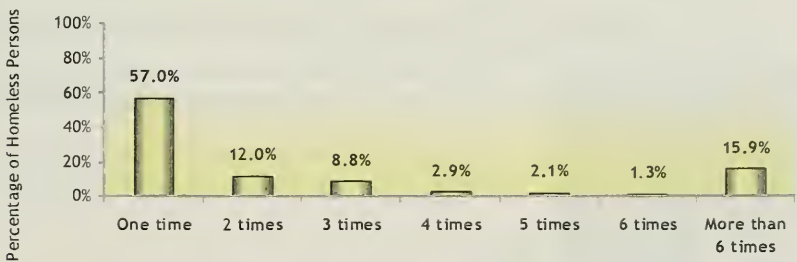
Figure 10: In the Last 12 Months, How Many Times Have You Been Homeless, Including this Present Time?



N = 523

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009

Figure 11: In the Last 3 Years, How Many Times Have You Been Homeless, Including this Present Time?



N = 523

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009

The Chronically Homeless

The U.S. Department of Housing and Urban Development (HUD) defines chronic homelessness as:

An unaccompanied individual with a disabling condition who has been:

- a. Continually homeless for one year or more; or*
- b. Has experienced four or more episodes of homelessness within the past 3 years.*

Those currently living in transitional housing are not considered by HUD to be chronically homeless.

For the purposes of this study, a “disabling condition” was defined as a physical or mental disability (such as mental illness), alcohol or drug addiction, HIV / AIDS, chronic health conditions, or a developmental disability. Post-traumatic Stress Disorder and depression, which are not always factored into the determination of chronic homelessness, were also included as disabling conditions in this study.

Please note that the chronically homeless numbers discussed below were generated with survey data on self-reported disabling conditions, rather than verified clinical diagnoses or case management file designations. The increase in the percentage of chronically homeless survey respondents may be due, in part, to the change to a street-based surveying approach in 2009.

- ✓ **Of the 534 homeless persons surveyed, approximately 62% (332 persons) can be considered chronically homeless using the above criteria.**

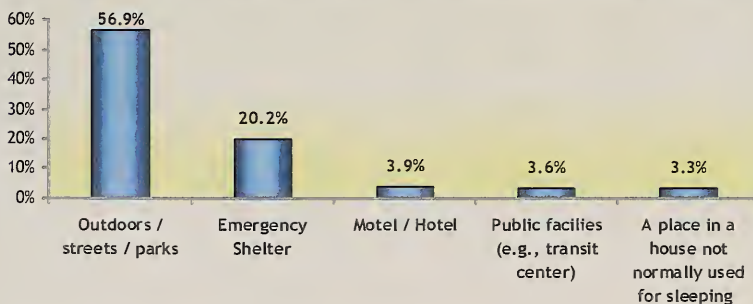
- 77% of the chronically homeless are unsheltered.

Figure 12: Chronically Homeless Survey Respondents

2007		2009	
Number	Percent	Number	Percent
105 (of 292)	36.0%	332 (of 534)	62.2%

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009. San Francisco Human Services Agency and Abbott Little Consulting, San Francisco 2007 Homeless Count, 2007.

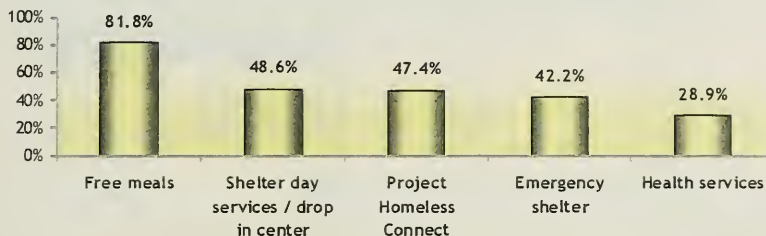
Figure 13: Where Do You Usually Stay at Night? (Top 5 Responses from Chronically Homeless Persons)



N = 332

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009.

Figure 14: Services / Assistance Used by Chronically Homeless Persons (Top 5 Responses)



Multiple response question with 329 respondents offering 1,055 responses

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009.

Usual Nighttime Accommodation

As in 2007, the survey results indicated that the majority of respondents were staying in an outdoor location or in a local emergency shelter. The survey asked about a variety of living situations that were not included in the unsheltered or sheltered counts: abandoned buildings,

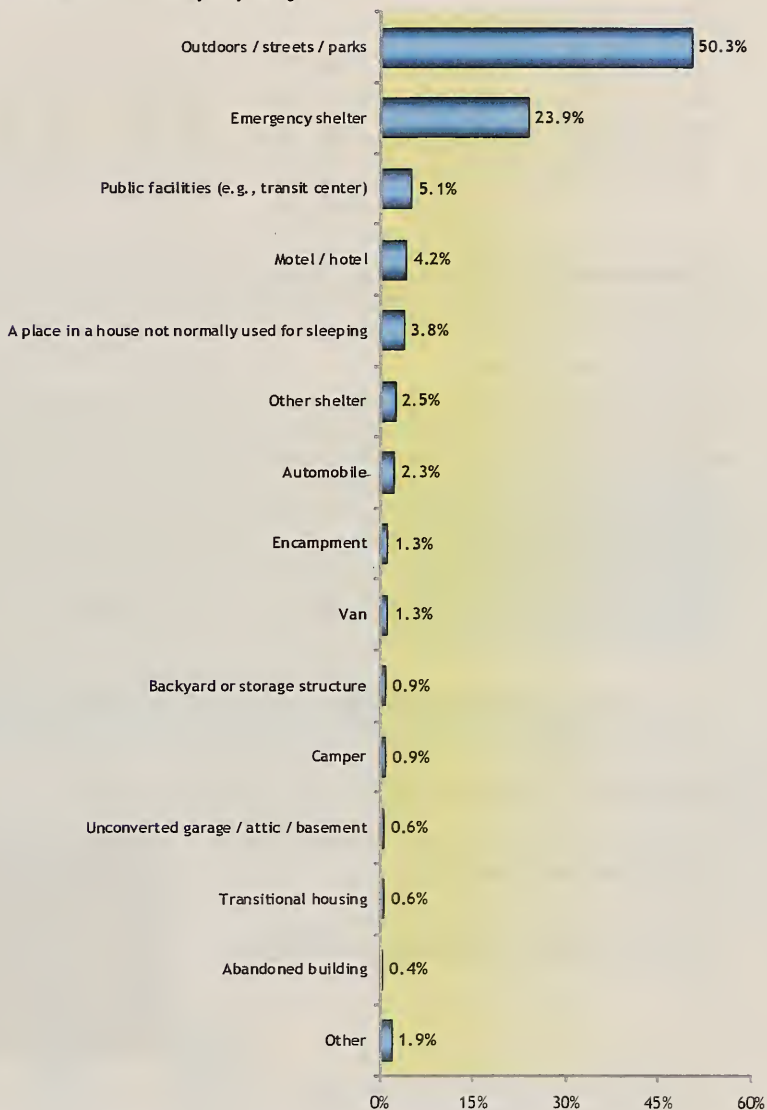
Survey results indicated that the majority of respondents were staying in an outdoor location or in a local emergency shelter.

motels / hotels, and locations on private property such as unconverted garages and storage buildings. Individuals staying in motels / hotels and within residences in which the person does not permanently live (often referred to as “doubled-up” or “couch surfing”) are not included in HUD’s definition of homelessness, but are included in San Francisco’s local definition of homelessness.

- ✓ Half of survey respondents (50%) reported that they usually stay outdoors / on the streets / in parks at night.
- ✓ 24% of survey respondents usually stay in an emergency shelter at night.
- ✓ 5% of survey respondents usually stay at public facilities such as transit stations at night.
- ✓ 5% of those surveyed reported a vehicle (car, van, or camper / RV) as their usual nighttime accommodation.



Figure 15: Where Do You Usually Stay at Night?



N = 527

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009.

Figure 16: Nighttime Accommodation – Comparison of Selected Data from 2007 and 2009

	2007	2009
Emergency shelter	40.0%	23.6%
Outdoors / street / park	26.7%	49.6%
Motel / hotel	5.5%	4.1%
Automobile / van / camper	4.5%	4.5%
Transitional housing	2.4%	0.6%
Abandoned building	1.4%	0.4%

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009. San Francisco Human Services Agency and Abbott Little Consulting, San Francisco 2007 Homeless Count, 2007.

Note: Percentages shown here refer to the total survey sample, including those who did not respond to the question (2007 N = 292, 2009 N = 534).

Please note that the increase in the percentage of unsheltered homeless survey respondents shown in the table above may be due, in part, to the change to a street-based surveying approach in 2009 from a service site-based approach in 2007.

Prior Living Situation

- ✓ Before becoming homeless, 45% of survey respondents were “renting a home or apartment.”
- ✓ 31% of survey respondents were “living with parents / relatives” or “staying with friends.”
- ✓ 10% responding to the survey had been “living in a home owned by you or your partner.”

*Before becoming homeless,
45% of survey respondents
were “renting a home or
apartment.”*

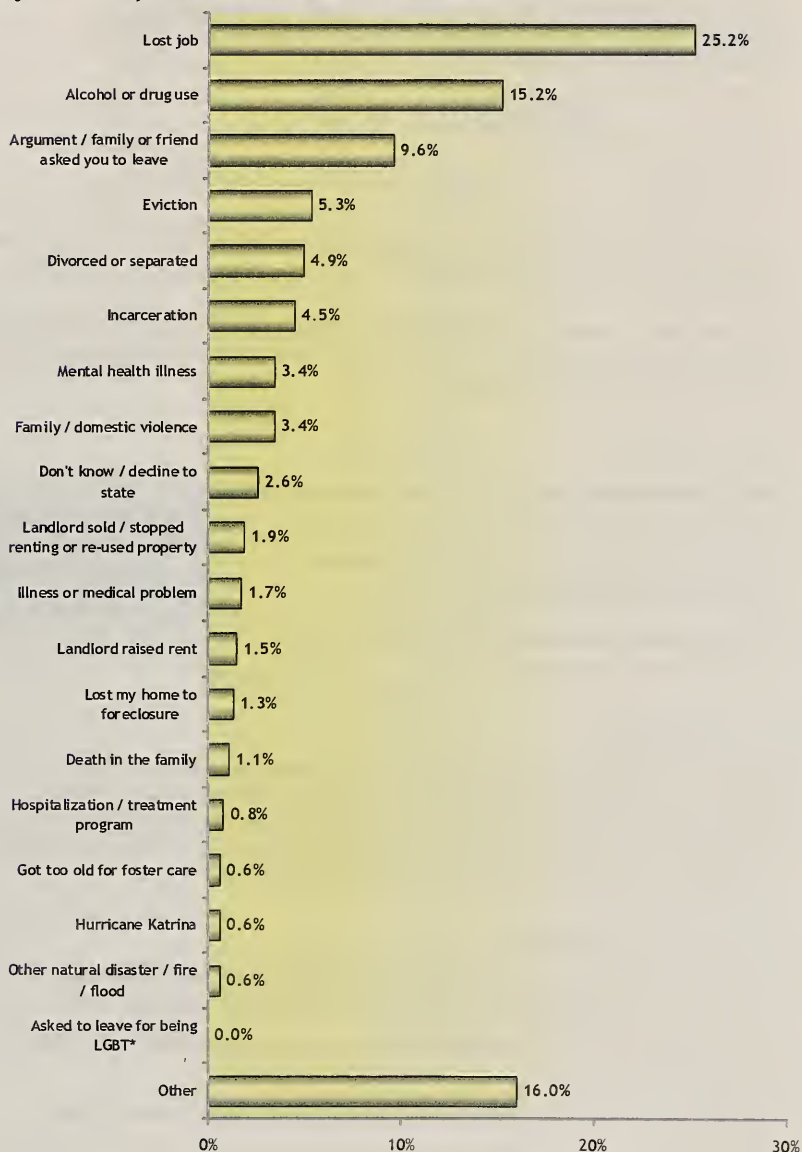
Reasons for Homelessness

In addition to understanding the characteristics of the homeless population, it is important to understand the causes of homelessness. This is an important distinction because of the interrelationships of many of these issues. Homeless survey respondents self-reported a number of reasons for their condition. It should be noted that these are self-defined reasons, which do not necessarily reflect the order of the events leading to their homelessness.

Primary Causes of Homelessness

- ✓ The loss of a job was the most frequently cited response (25%) for the causation of homelessness. Unemployment was similarly the most common response in 2007.
- ✓ 15% of survey respondents identified alcohol or drug use as the primary cause of their homelessness.
- ✓ 5% of survey respondents cited incarceration as the primary event that led to their homelessness.
- ✓ 3% reported that mental health issues had precipitated their homelessness.
- ✓ 3% of survey respondents indicated that they became homeless due to family / domestic violence.

Figure 17: Primary Event / Condition that Led to Homelessness



N = 532

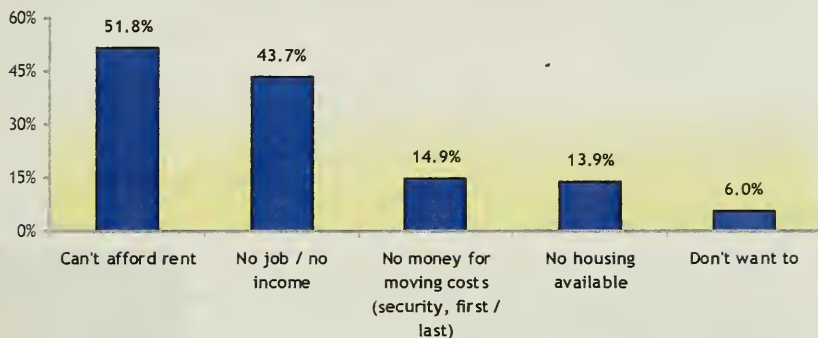
Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009.

* Lesbian, Gay, Bisexual, or Transgender.

Obstacles to Securing Permanent Housing

- ✓ The majority of survey respondents (52%) reported that their inability to afford rent was an obstacle to securing permanent housing.
- ✓ The second most frequently cited barrier to permanent housing was the lack of job / income (44%).
- ✓ 6% of respondents indicated that they do not want to get permanent housing.

Figure 18: What is Keeping You from Getting Permanent Housing? (Top 5 Responses*)



Multiple response question with 531 respondents offering 826 responses.

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009

*Note: These are the top five responses of choices given. 12.1% responded "other."

Employment Status

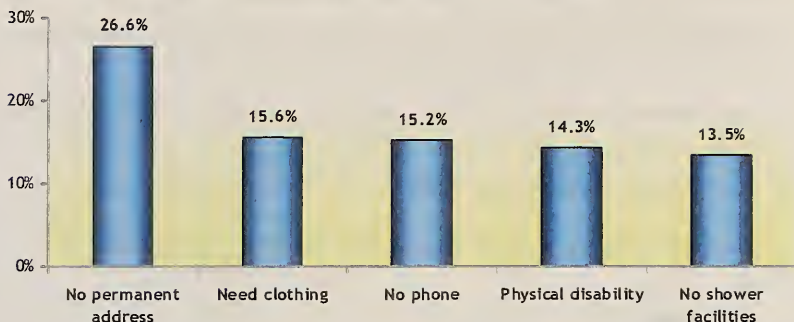
- ✓ The large majority of survey respondents indicated that they were unemployed at the time of the survey (92%).
- ✓ 6% of those surveyed reported that they were employed part-time.
- ✓ 2% of respondents indicated that they had full-time employment.

Barriers to Employment

- ✓ More than a quarter of respondents (27%) indicated that their lack of a permanent address was keeping them from getting employment.
- ✓ The second and third most frequently cited barriers were a need for clothing (16%) and the lack of a phone (15%).
- ✓ 14% of survey respondents reported that a physical disability was keeping them from securing employment.

More than a quarter of respondents indicated that their lack of a permanent address was keeping them from getting employment.

Figure 19: What is Keeping You from Getting Employment? (Top 5 Responses)



Multiple response question with 488 respondents offering 1,038 responses.

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009.

Accessing Services

Receiving government assistance and accessing homeless services may enable homeless individuals to transition out of homelessness. However, many people do not apply for these programs and services or do not feel they qualify for aid.

Government Assistance

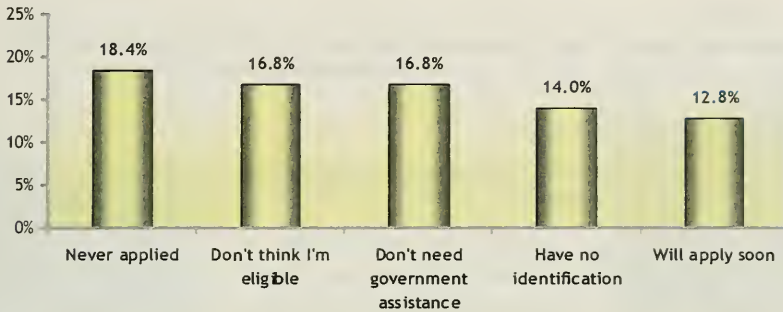
- ✓ 38% of survey respondents reported that they receive Food Stamps.
- ✓ 21% of those surveyed received County Adult Assistance Program / GA.
- ✓ 21% of respondents indicated that they receive SSI (Supplemental Security Income) / SSDI.
- ✓ 34% of respondents were not currently receiving government assistance at the time of the survey.



Reasons for Not Receiving Government Assistance

- ✓ The most frequent reason reported for not receiving government assistance was that the individual had never applied (18%).
- ✓ 17% of survey respondents indicated that they did not think they were eligible to receive assistance.
- ✓ 17% of those surveyed responded that they did not need government assistance.

Figure 20: Reasons for Not Receiving Government Assistance (Top 5 Responses)



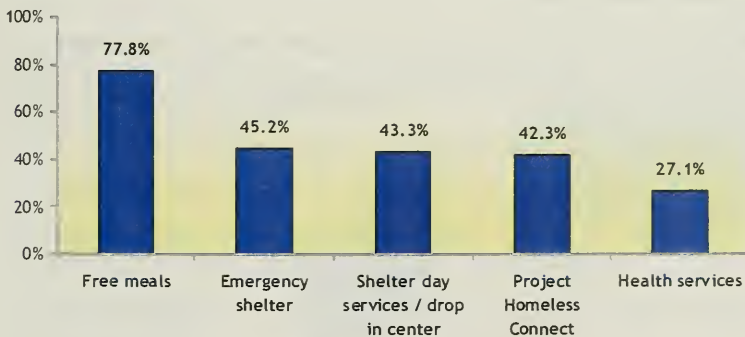
Multiple response question with 179 respondents offering 237 responses.

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009.

Homeless Services and Programs

- ✓ The type of service most commonly accessed by survey respondents was free meals (78% of respondents).
- ✓ Over 40% of respondents indicated that they access each of the following services: emergency shelter (45%), shelter day services / drop-in center (43%), and Project Homeless Connect (42%).
- ✓ 27% of respondents reported that they access health services.

Figure 21: Services / Assistance Currently Being Used by Respondents (Top 5 Responses)



Multiple response question with 527 respondents offering 1,615 responses

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009.

Sources of Income

While some respondents were able to earn income from employment, many respondents were receiving income from public assistance, panhandling, or other sources.

Income from Government Sources

- ✓ 47% of survey respondents reported that they do not receive income from government programs.
- ✓ Over a quarter of respondents (26%) reported receiving between \$1 and \$500 per month from government programs.
- ✓ 13% of those surveyed received \$1 to \$100 per month from government programs.

47% of survey respondents reported that they do not receive income from government programs.

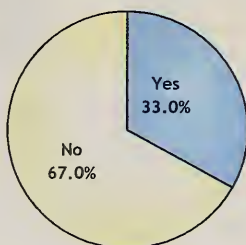
Income from Private Sources

- ✓ Over 70% of those surveyed reported that they receive \$0 (40%) or \$1-100 (33%) monthly from non-government sources.
- ✓ 44% of respondents identified recycling as a source of income.
- ✓ A third of survey respondents (33%) received funds from family / friends.

Panhandling

- ✓ Two-thirds of survey respondents (67%) reported that they do not panhandle (ask people for money or spare change).
- ✓ Of those who panhandle, 31% reported that they panhandle 1 to 5 days a month.
- ✓ 46% of those who panhandle reported that they receive \$50 or less in a typical month.

Figure 22: Do You Panhandle, or Ask People for Money or Spare Change?



N = 522

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009.

Alcohol and Drug Abuse

Substance use (alcohol or drugs) was the second-most cited cause of homelessness among the homeless survey population in San Francisco. Furthermore, many survey respondents reported that they were currently abusing alcohol or drugs.

Alcohol Abuse

- ✓ **32% of survey respondents indicated that they were currently experiencing alcohol abuse.**

Drug Abuse

- ✓ **31% of those surveyed said they were currently experiencing drug abuse.**

Recovery

- ✓ **Of those currently experiencing substance abuse, 14% reported that they are currently receiving alcohol / drug counseling.**



Domestic Violence

- ✓ **9% of survey respondents indicated that they were currently experiencing domestic violence.**
- ✓ **Of the females surveyed, 18% reported that they were currently experiencing domestic abuse.**

Health Status and Medical Care

Access to health care, so vital to general well being, is an area of particular concern among homeless service providers. While many people struggle with the high costs of health care, homeless people are particularly vulnerable to the challenges of accessing adequate care.

Access to Medical Care

- ✓ **In their current period of homelessness, 23% of survey respondents have needed medical care and been unable to receive it.**
- ✓ **The top three responses about where respondents usually receive medical care were: hospital emergency room (28%), public health clinic (27%), and free clinic / community clinic (26%).**
- ✓ **5% of survey respondents said that they had visited a hospital emergency room more than 5 times in the last 12 months to receive treatment.**
- ✓ **41% of those surveyed reported that they had not visited a hospital emergency room for any treatment in the past 12 months.**

23% of survey respondents have needed medical care and been unable to receive it.

Mental Illness

- ✓ 30% of survey respondents reported that they were currently experiencing mental illness.
- ✓ The majority of respondents (55%) said that they were currently experiencing depression.
- ✓ 73% of those who reported experiencing mental illness and / or depression were unsheltered.
- ✓ 85% of survey respondents currently experiencing mental illness and/or depression were not receiving mental health services.



Post-Traumatic Stress Disorder

- ✓ 29% of survey respondents reported that they were experiencing Post-traumatic Stress Disorder (PTSD).
- ✓ 44% of veterans surveyed said they are currently experiencing PTSD.

Physical Disability

- ✓ Approximately 37% of survey respondents said that they were currently experiencing a physical disability.

HIV and AIDS

- ✓ About 4% of survey respondents said that they were currently experiencing HIV / AIDS or related illnesses.

Chronic Health Problems

- ✓ One in three respondents (34%) reported that they were currently experiencing chronic health problems.

Developmental Disability

- ✓ 12% of survey respondents said that they were currently experiencing a developmental disability (a chronic condition that significantly limits a person's ability to speak, hear, see, walk, learn, or perform fundamental tasks).
- ✓ According to survey responses, the service most utilized by those reporting a developmental disability was free meals (71%).
- ✓ About 7% of those who reported experiencing a developmental disability said that they did not use any homeless services.

12% of survey respondents said that they were currently experiencing a developmental disability.

Nutrition

- ✓ About 3 in 5 (62%) survey respondents said that they got enough to eat on a daily basis.

Figure 23: Do You Usually Get Enough to Eat on a Daily Basis?



N = 524

Source: Applied Survey Research, 2009 San Francisco Homeless Count Survey, 2009.

Survey Implications

In comparing the population included in the survey sample with the populations enumerated in the unsheltered and sheltered counts, the demographic composition of the populations differ. Survey results suggest that there may be a larger percentage of Hispanic / Latino homeless persons in the local homeless population. Hispanics / Latinos comprised 15% of the survey sample, but only 3% of the unsheltered count population. This implication is in agreement with the survey findings in 2007. A possible explanation is that homeless Hispanics / Latinos as a group are less likely to stay in outdoor nighttime locations visible to enumerator teams (e.g., streets and other public places).

As discussed in the methodology section of this report, the shift to a street-focused surveying approach resulted in a higher percentage of unsheltered survey respondents compared to 2007 and generated considerable data on the unsheltered homeless population of San Francisco. These data can provide a baseline of information about the unsheltered homeless population. Continued use of such a surveying approach will enable the tracking of trends in key indicators about the unsheltered population, such as chronically homeless status, disability and health status, and service use. This information may prove very useful in providing outreach and services to unsheltered homeless persons, who are often less integrated into support service networks than their sheltered counterparts.

Continued use of such a surveying approach will enable the tracking of trends in key indicators about the unsheltered population.

VI. Limitations

There are limitations and constraints to every study. The following shortcomings of the San Francisco Homeless Count and Survey could be addressed in the future, with the investment of additional resources.

Unsheltered Count Limitations

The biennial point-in-time counts are organized around HUD's definition of homelessness, which is limited to people who are living on the streets, staying in places not intended for human habitation, or residing in emergency shelters or transitional housing facilities. San Francisco has adopted a broader local definition of homelessness that also includes people who are moving from one acquaintance's house to another, families staying in units that are inadequate in terms of occupancy standards, and others who are transient but temporarily residing indoors in private residences on the night of the count.

San Francisco has adopted a broader local definition of homelessness than HUD's.

In its efforts to serve the local homeless population, San Francisco targets both outreach and services to those encompassed by the broader definition of homelessness, particularly families, children, and youth, who are in need yet remain ineligible for HUD homeless assistance. However, due to the significant additional financial and human resources that would be required, San Francisco has not adopted a strategy of trying to enumerate all of the people included in the local definition of homelessness because this effort would potentially divert much-needed resources from direct homeless assistance. Thus, the point-in-time count was limited to those who were found in street locations or in designated facilities on January 27, 2009, in accordance with the guidelines set forth by HUD. Point-in-time counts are "snapshots" that quantify the size of the homeless population at a given point during the year. Hence, the count may not be representative of fluctuations and compositional changes in the homeless population seasonally or over time.

There are many challenges in any point-in-time homeless enumeration, especially when implemented in a community as diverse as San Francisco. While homeless populations are typically concentrated around downtown emergency shelters and homeless services facilities, homeless individuals and families can also be found in locations in residential neighborhoods, commercial districts, and outlying areas that are not easily accessible by enumerators. Homeless populations include several difficult-to-enumerate subsets such as:

- Chronically homeless persons who never or seldom access social and health services;
- Persons living in vehicles who relocate frequently;
- Persons who have minor children and stay "under the radar" because of the difficulty of maintaining an intact family on the street;



- Homeless youth who usually tend to keep themselves less visible than homeless adults for safety and other reasons;
- Immigrant groups and other subpopulations who live in overcrowded shared residences or rental units above safe occupancy levels; and
- Homeless people who sleep in abandoned buildings and other structures unfit for habitation.

Unsheltered Undercount

In this non-intrusive, point-in-time, visual homeless enumeration, it should be noted that the methods employed, while HUD approved, have some inherent biases and shortcomings. Even with the assistance of experienced homeless service providers and outreach workers, the methodology cannot guarantee 100% accuracy. Many factors may have contributed to an unsheltered undercount, for example:

- The employed homeless may have been at work or in transit during the count and may not have been identified as being homeless;
- Homeless individuals often occupy abandoned buildings and other structures unfit for human habitation, which are unsafe for enumerator teams to enter and inspect;
- Homeless youth often “couch surf” from one location to another, making their identification difficult;
- Homeless families, and some immigrant populations, are more likely to seek opportunities to “double-up” and “triple-up” in housing with family and friends, rather than sleep on the street, in vehicles, or makeshift shelters, thus making their identification difficult; and
- It can be difficult to identify homeless persons who may be sleeping in cars, vans, or campers / recreational vehicles.

Based on the reasons listed above, the homeless census methodology most likely resulted in an undercount of homeless immigrants, some of the working homeless, homeless families, and street youth.

Some community members have expressed particular concern regarding the undercount of homeless families. The San Francisco Unified School District (SFUSD) employs a broader definition of homelessness in its record-keeping.³ SFUSD estimates that there were 1,623 homeless school-aged youth enrolled in the district, from pre-K to 12th grade, in January 2009. In addition to the number provided by the school district, San Francisco also gathers data on homeless families from the Connecting Point family waitlist. Connecting Point is a centralized intake program for families who are seeking emergency shelter in San Francisco. The waitlist, which is updated on a weekly basis, captures the number of families who have come to Connecting Point seeking shelter. On January 27, 2009, there were 176 families on this waitlist. The locations where these families stay while waiting for shelter

The homeless census methodology most likely resulted in an undercount of homeless immigrants, some of the working homeless, homeless families, and street youth.

³ SFUSD includes children and youth living in shelters, single room occupancy (SRO), transitional housing, the streets, cars, abandoned buildings, and doubled-up and other inadequate accommodations in their estimate.

varies, including vehicles, hotels, the homes of family or friends, and time-limited transitional recovery or domestic violence programs.

Despite the instructions provided to volunteers, the visual assessment of who is homeless during the unsheltered “public places” count involves subjectivity. Volunteers may not count those homeless individuals who do not manifest any of the characteristics or behaviors described in the volunteer instructions. Conversely, persons involved in behaviors stereotypically associated with the homeless, such as panhandling, may be mistakenly counted as homeless even if they are housed. In addition, counts of individuals in vehicles and makeshift structures are estimates because volunteers were instructed not to approach or enter these types of nighttime accommodations out of concern for the privacy of the homeless population and the safety of volunteers.



Although the unsheltered count was most likely an undercount of the homeless population, the methodology employed, coupled with the homeless survey data, was the most comprehensive approach available.

HSA has considered other unsheltered count methodologies, in the interest of decreasing the subjectivity involved in the count and attaining a more accurate number. One approach that has been considered is conducting interviews of all persons observed during the street count to determine whether they self-identify as homeless. Covering the entire city using this approach would require significantly more volunteers or a multiple-night count. A multiple-night count is a more expensive approach and would require additional resources. Moreover, a multiple-night count would require a methodology to eliminate duplicate counting of individuals. In addition, interviewing raises concerns about disturbing the privacy of homeless persons and compromising the safety of volunteer enumerators.

The methodological approach used was necessary in order to prevent duplicate counting and preserve the integrity of the data collected. Although the unsheltered count was most likely an undercount of the homeless population, the methodology employed, coupled with the homeless survey

data, was the most comprehensive approach available, given resource constraints. A possible improvement to be considered for future unsheltered counts is outreach to and inclusion of currently homeless persons of various subpopulations, who could offer strategic assistance in enumerating difficult-to-count populations such as families, youth, and those residing in vehicles.

Sheltered Count Limitations

Program staff, rather than homeless persons, provided the data collected in the sheltered count. There may be some variance in the data that the homeless individuals would have self-reported. In the case of the County jail, the number of homeless individuals occupying the jail on the night of the count was an estimate, not an exact count. The sheltered count, like the unsheltered count, is a point-in-time snapshot of the homeless population, which may not be representative of variations in composition and size seasonally and over the course of the year.

The enumeration of homeless persons in hospital facilities is a challenge in many communities. A possible improvement to be considered for future sheltered counts is more comprehensive

enumeration of homeless persons staying in hospitals on the night of the count. This would require additional outreach to involve these facilities as partners in the homeless enumeration effort.

Survey Limitations

This year, many improvements were made to the survey component of the project including the translation of the survey instrument into Spanish and targeted outreach to Spanish-speaking populations by bilingual survey workers and volunteers. However, the homeless survey does not include an equal representation of all homeless experiences. The administration of the surveys in street locations tends to over-represent the street and emergency sheltered homeless, resulting in under-representation of transitional housing residents and a potentially large population of homeless individuals and families living in unfit or overcrowded housing.

Peer interviewing strategy is believed to allow respondents to be more forthcoming in their answers.

In survey research, there is always an opportunity for misrepresentation or bias. This is noted and acknowledged by HUD in their homeless street count guidelines.⁴ In the administration of the survey, definitions were not given to respondents by the interviewer. Therefore, all results are based on self-definitions. It is important to make every effort to elicit the most truthful responses from interviewees. The recruitment and training of paid currently and formerly homeless survey workers was an effort to encourage candor on the part of respondents, as a peer interviewing strategy is believed to allow respondents to be more forthcoming in their answers and to reduce the apprehension of revealing personal information.

Despite these limitations, the survey results provide considerable information about homelessness in San Francisco, of potential use in outreach and service planning, particularly for the unsheltered homeless, as discussed in the methodology section of this report.

Although surveys were administrated across the City, in all supervisorial districts, some neighborhoods were underrepresented in the survey sample, particularly in the Bayview district. A possible improvement to be considered for future survey efforts is a more precise approach to targeting the administration of surveys on the street, to ensure the equal representation of homeless persons in all areas of the City, and a strategy for reaching a greater number of transitional housing residents through their housing program or other venues.

⁴ U.S. Department of Housing and Urban Development, Office of Community Planning and Development. *A Guide to Counting Unsheltered Homeless People, Second Revision*. January 2008.

VII. Conclusion

The biennial point-in-time count offers an opportunity to assess changes in the size and composition of San Francisco's homeless population over time. For HSA and other local homeless service providers, it also provides data to track the impact of programs on the overall condition of the homeless population.

Though the 2009 point-in-time count registered a slight increase in the homeless population of San Francisco, this should not detract from the tremendous progress that the City has made in addressing the issue of homelessness through a number of successful programs, which have

The slight increase in the homeless population of San Francisco should not detract from the tremendous progress that the City has made in addressing the issue of homelessness through a number of successful programs over the past two years.

positively impacted the lives of thousands of people over the past two years. Indeed, even within the context of the slight increase in the overall homeless population, there was a slight shift in the balance of unsheltered and sheltered persons, with the sheltered population increasing and the street population decreasing.

It is difficult to assess changes in the composition and condition of the local homeless population between 2007 and 2009, due to the change in the survey methodology and instrument. However, this year's survey provides a baseline of information on the local homeless population

across numerous indicators. The continued use of this survey instrument will generate longitudinal data that will illustrate changes in the homeless population and condition over time of great use in outreach efforts and service planning.

Within a major metropolitan area such as San Francisco, many factors contribute to the size of the local homeless population. The survey found that job prospects and the presence of a support network of family and friends draw sizable numbers of already homeless persons to San Francisco. The availability of homeless services in San Francisco may also attract additional homeless persons and persons on the verge of becoming homeless. As noted in the Executive Summary, 38% of homeless survey respondents reported that they first became homeless outside of San Francisco or were relative newcomers, having lived in the City for three months or less.



The relatively stable size of the local homeless population obscures the fact that many individual lives have been changed for the better through San Francisco's homeless initiatives. It is important to consider the results of the 2009 count within the context of local efforts to move individuals and families out of homelessness, through the provision of housing and support services. Since 2004, San Francisco has continued several ambitious initiatives to reduce the size of the homeless population, including the Five Year Strategic Plan Toward Ending Homelessness and the Ten Year Plan to End Chronic Homelessness. Approximately 9,143 homeless single adults have left the streets or shelter system for permanent housing since January 2004, with the assistance of the programs outlined below, either by securing permanent housing in the City or by returning home to a city outside of San Francisco. The following is a summary of these initiatives and their impacts to date.

- **Care Not Cash:** Care Not Cash is a program that offers homeless recipients of County general assistance housing / shelter and support services as a portion of their benefit package. Homeless persons receiving cash assistance from the City's County Adult Assistance Program (CAAP) were phased into Care Not Cash over a seven-month period (from May through November 2004). CAAP is San Francisco's cash aid program for adults without dependent children. From June 2004 to January 2007, the population of homeless single adults receiving public assistance dropped from over 2,175 individuals to 373. By the end of January 2009, a total of 2,528 homeless CAAP recipients had been placed in permanent housing through the Care Not Cash Program cumulatively, and another 705 had found housing on their own.
- **Housing First:** In addition to the population impacted by Care Not Cash, the Human Services Agency master leasing program, called Housing First, also provides permanent housing for homeless single adults referred by emergency shelters and community-based agencies. The number of individuals placed into housing between January 1, 2004 and January 31, 2009 was 4,616. This number includes both Care Not Cash and non-Care Not Cash, Shelter Plus Care, and Local Operating Subsidy Program (LOSP) sites.
- **Direct Access to Housing (DAH):** The Department of Public Health operates the Direct Access to Housing Program, which provides permanent housing to formerly homeless persons with disabilities referred through the public health care system. The DAH program has housed a total of 1,225 single adults since January 2004.
- **Fully Integrated Recovery Services Team (SF FIRST):** Since the 2005 homeless count, San Francisco has increased outreach efforts to homeless persons living on the street who are not using available services. Services offered include case management, enrollment in food stamps, temporary stabilization housing, primary care, mental health and substance abuse treatment, and referral to permanent housing. From July 2007 to February 2009, SF FIRST has case managed 1,396 clients and engaged 267 in treatment. Since July 2005, they have permanently housed 567 people and linked 788 people to cash assistance programs (e.g., CAAP, Food Stamps, SSI, Veteran's Benefits, and State Disability). SF FIRST also manages stabilization rooms, temporary program rooms in single room occupancy hotels that are used to provide intensive case management services to the most vulnerable and chronic street homeless people. Case plans to move toward stability and follow through with case management are the key eligibility components of this program.
- **Homeward Bound:** The Homeward Bound Program (HBP) reunites homeless persons living in San Francisco with family and friends living elsewhere. Homeless clients who request to return home through this program must be living in San Francisco, and be medically stable enough to successfully travel to the destination. HBP staff directly contact the client's family member or friend at the point of destination to



ensure that the client will have a place to reside and have ample support to assist in establishing stabilized housing and transition from homelessness. A total of 3,646 homeless individuals have been assisted by this program since February 2005.

- Rental Subsidies and Rental Assistance for Homeless Families. Since 2007, 111 families have successfully transitioned off of the rental subsidy program. Another 194 families are currently receiving a rental subsidy.
- Project Homeless Connect (PHC): Every other month over 1,000 community volunteers partner with city government, nonprofits, and the private sector to provide a one-stop clearinghouse of health and human services for homeless San Franciscans. Services include medical, mental health, substance abuse, housing, dental, benefits, legal, free eyeglasses, California ID, food, clothing, wheelchair repair, and more. The main goal of PHC is to transition the City's homeless off the streets and into permanent, supportive housing. To date, there have been 27 Project Homeless Connect events, including a special PHC for Homeless Veterans and Homeless Families, with between 1,800 and 2,000 clients served at each event.

San Francisco remains committed to providing housing and services through innovative and effective programs, to move individuals and families out of homelessness.

San Francisco remains committed to providing housing and services through innovative and effective programs, to move individuals and families out of homelessness. The completion of the 2009 count provides HUD-required data for federal funding for San Francisco's Continuum of Care (CoC), a network of local homeless service providers that collaboratively plan, organize, and deliver housing and services to meet the needs of homeless people as they move toward stable housing and maximum self-sufficiency. These Homeless Assistance Grant funds (currently \$19.8 million annually) provide much-needed resources to shelter, house, and serve the local homeless population under study in this report.

Appendix A: Volunteer Instructions

HOMELESS COUNT 2009: VOLUNTEER INSTRUCTIONS

Welcome and thank you for volunteering for San Francisco's 2009 Homeless Count. The following instructions are provided for your use during the Count. Please follow these instructions carefully.

TEAMS

Teams must contain at least two persons, and at least one of the two people must be carrying a cell phone. Having a phone is for safety reasons. If you are volunteering alone and have not yet been matched up with a partner or team, we will find a partner for you. Generally, one team member takes responsibility for completing the tally sheet as the count proceeds, while the other(s) navigate the route and look for persons to count.

YOUR ROUTE

Your team will be provided a route map. Each team is responsible for all of the square blocks within the outlined area (not only the periphery). When you get to the outer boundary of your map, cover that side of the street only (the side closest to the rest of your route). Do not cross the street. If there are stairs into a BART or MUNI station, walk down the stairs, into the station and record any homeless you observe. Count only the part of the station that is in your route.

If you are driving and there is a BART or MUNI station on your route, please park and walk into the station.

Some routes are notated with comments regarding known "hot spots" or encampments where homeless people are known to congregate. This information is provided so that you 1) will pay special attention to these areas and 2) so that you can exercise appropriate caution. **Do not limit your count to these places.**

WHOM TO COUNT

Counting requires subjective judgments as to who is homeless. The following factors should help you determine whom to count.

Automatically Count:

- People sleeping outside
- Vehicles with windows covered (see below)
- Tents, Makeshift structures, Boxes (see below for all of these)

Do NOT Automatically Count

- People engaged in illegal activities (drug activity, prostitution)
- People leaving bars/other establishments
- People waiting for buses

Consider these as factors when deciding whether to count. Not everyone engaged in these activities is homeless.

- Walking, sitting, or standing "with no purpose" (loitering)
- Panhandling (with or without cup/sign) (This should be considered with other factors as not all panhandlers are homeless.)
- Carrying bags/backpacks/garbage bags/suitcases/blankets/bedrolls

- With shopping cart containing personal belongings
- In possession of recycling, especially large numbers of items
- Disheveled
- Inebriated/passed out on sidewalk

HOW TO COUNT

SINGLES AND FAMILIES:

For each person you see, as best you can fill out all information, as indicated on the tally sheet, for Gender, Race, Single or Family, and Age. There is a box for unknown. Use the key at the bottom of the tally sheet. If a person is a member of a family, at least one adult and a minor child, please fill out a line for each member of the family on the tally sheet.

CARS (VEHICULARLY HOUSED)

On some routes, many of the homeless persons counted will be living in cars, vans, trailers and campers. Use your judgment as to whether to count these bearing in mind the following criteria:

- The vehicle's windows are covered
- The vehicle is very crammed/cluttered
- The vehicle is occupied but obviously not operational
- The camper/trailer is not attached to a cab
- The camper/trailer is parked in a desolate area and/or near an encampment

Do not approach the vehicle or tap on the windows. Simply mark on the tally sheet if it is a car or a van/RV. RV will mean camper/trailer/etc.

TENTS, OTHER STRUCTURES

As with vehicles, do not approach. On the tally sheet indicate encampment by marking the column on the tally sheet. (With the encampments, it is the assumption that the homeless person(s) are inside the tents or structures and you cannot clearly identify any individuals.) Do not assume how many people are inside. Simply note on the tally sheet the encampment and number of structures/tents.

ABANDONED BUILDINGS

If you see an abandoned building, **do not** enter the building. If you hear people inside, or see lights on, please note that on your tally sheet.

COMMERCIAL ESTABLISHMENTS

If there is a commercial establishment on your route likely to attract homeless people (e.g. fast food restaurants, transportation depots), enter and count as safety allows.

If you are on a driving route and see a commercial establishment that appears to have homeless inside or around, please get out and count. See further instructions below (under "driving routes").

PARKS

Only enter parks if your map instructs you to do so. Some parks will be counted by City staff. Parks that you should NOT go into are indicated on your map. If you are

on a driving route and cannot clearly see inside the park from your car, please get out and walk the perimeter to make your observations more clearly.

ALLEYS

Use caution when deciding whether to enter a "dead-end" alley. Only enter if it is well lit. If it is dark or appears dangerous, use your flashlight to scan for any homeless occupants. Observe as much as possible from a safe distance and make reasonable assumptions.

ON-RAMPS

If an on-ramp is part of your route, **do not** get on the freeway. If there is an encampment under the on-ramp, you are only responsible for counting people who are visible from the street on your route. Other parties will enter the on-ramps and go behind bushes or structures to count.

DRIVING ROUTES

If you are responsible for a driving route, you may, as time and safety precautions permit, decide to park your vehicle and walk part(s) of the route (e.g. commercial districts) to get a more accurate count. Do NOT exit your car in desolate areas. Use discretion in deciding whether to get out of your car.

TALLYING YOUR COUNT

You will be provided tally sheets for your route. Please fill out one line of the tally sheet for each person observed. Most of the information is check boxes or yes/no. Under location, please provide an intersection or street address where the person was observed. Please see the attached sample.

Finally, please write the ROUTE NUMBER (indicated on your map) at the top of the tally sheet.

SAFETY/EMERGENCIES

Do not engage anyone during the course of the count.

If an emergency arises while you participating in the Homeless Count, **please dial 911**. If you have a non-emergency question, please contact your dispatch center lead.

If you are asked about your activities, you should reply "We're counting homeless persons so we can maintain funding for our City's homeless services," and continue on your way.

Important Reminder:

When you have completed your assigned route, return to your dispatch center. All maps, tally sheets, and equipment must be returned on the night of the count, no exceptions.

Appendix B: Tally Sheet

San Francisco Homeless Count 1/27/09																												
District										Route Number																		
Directions: Fill in one line per person counted.																												
Gender			Race/Ethnicity			Single or Family		Age		Encampment?		Vehicle		Pets?														
M	F	T	U	B	W	L	A	O	U	Single	Family	Youth	Transitional Youth	Adult	U	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	
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M=Male F=Female T=Transgender U=Unsure			B=Black W=White L=Latino A=Asian			O=Other U=Unsure			Youth = under 18 years of age Transitional Youth = individuals from 18 up to 24 years of age Encampments are communities of multiple homeless persons in a group of tents or other living structures. Circle Y(es) or N(o) and indicate the number of structures/tents			Vehicle: Place a check mark in the corresponding column for the type of vehicle observed.																

Appendix C: Survey Instrument

8451407638 2009 SAN FRANCISCO HOMELESS COUNT SURVEY (Office use)

REFUSALS _____ Interview Date: _____

Interviewer's (Your) Name: _____ (Interviewer: Read question & answers to the respondent)

Neighborhood: _____ (Office use)

Respondent's Initials: First _____ Middle _____ Last _____

Shade Circles Like This--> ●

Not Like This--> ⊗

1. What is your birth date?

Month _____ Day _____ Year _____

(Office use) (Office use) (Office use)

2. Which racial / ethnic group do you identify with the most? (Shade only 1)

☐ White/Caucasian ☐ American Indian/Alaskan Native

☐ Black/African American ☐ Asian

☐ Hispanic/Latino ☐ Pacific Islander

☐ Other/Multi-ethnic

3. How do you identify yourself?

☐ Male ☐ Female ☐ Transgender

4. Have you ever served in the United States Armed Forces (regular military, National Guard, or reserve unit)?

☐ Yes (Continue with question 4a)

☐ No (Skip to question 5)

4a. What is your discharge status?

☐ Honorable ☐ Other than Honorable ☐ Other

☐ General ☐ Dishonorable ☐ Don't know

5. Do you live alone without family, partner, or friends?

☐ Yes (Skip to question 6)

☐ No (Ask question 5a)

5a. Do you live with: (Shade all that apply)

☐ Spouse or partner ☐ Other family member(s)

☐ Child(ren) ☐ Friend(s)

☐ Parent or legal guardian ☐ Other

6. Where do you usually stay at night? (Shade only 1)

☐ Outdoors/streets/parks ☐ A place in a house not normally used for sleeping (kitchen, living room, etc.)

☐ Unconverted Garage/attic/basement ☐ Emergency shelter

☐ Backyard or storage structure ☐ Public facilities (train station, bus depot, transit center, etc.)

☐ Motel/hotel ☐ Transitional housing

☐ Automobile ☐ Other shelter

☐ Van ☐ Other _____

☐ Camper ☐ Other _____

☐ Abandoned building

How many people, including yourself, usually stay there? _____

How many people live there? _____

7. Is this the first time you have been homeless?

☐ Yes (Skip to question 8)

☐ No (Continue with question 7a and 7b)

7a. In the last 12 months how many times have you been homeless, including this present time? (Shade only 1)

☐ One time ☐ 3 times ☐ 5 times ☐ More than 6 times

☐ 2 times ☐ 4 times ☐ 6 times

7b. In the last 3 years how many times have you been homeless, including this present time? (Shade only 1)

☐ One time ☐ 3 times ☐ 5 times ☐ More than 6 times

☐ 2 times ☐ 4 times ☐ 6 times

8. How long have you been homeless since you last lived in a permanent housing situation? (Shade only 1)

☐ 7 days or less ☐ 4 months ☐ 8 months ☐ 12 months

☐ 8-30 days ☐ 5 months ☐ 9 months ☐ 1-2 years

☐ 2 months ☐ 6 months ☐ 10 months ☐ 2-3 years

☐ 3 months ☐ 7 months ☐ 11 months ☐ More than 3 years

9. Where were you living at the time you most recently became homeless? (Shade only 1)

☐ San Francisco (Continue with question 9a)

☐ Alameda County

☐ Contra Costa County

☐ Marin County

☐ San Mateo County

☐ Santa Clara County

☐ Other county in California

☐ Out of state

(Skip to question 9b)

9a. How long had you lived in San Francisco before becoming homeless? (Shade only 1)

☐ 7 days or less ☐ 4-6 months ☐ 3-5 years

☐ 8-30 days ☐ 7-11 months ☐ 6-10 years

☐ 1-3 months ☐ 1-2 years ☐ More than 10 years

(Skip to question 10)

9b. What was the primary reason you came to San Francisco? (Shade only 1)

☐ For a job / seeking work ☐ To access VA services and/or VA clinic

☐ I was born or grew up here ☐ To access homeless services

☐ My family and/or friends are here ☐ I was forced out of my previous community

☐ I was traveling and got stranded ☐ I am just passing through

☐ I visited and decided to stay ☐ Weather / climate

☐ Other

10. Immediately before you became homeless this last time, were you: (Shade only 1)

☐ Living in a home owned by you or your partner ☐ In jail or prison

☐ Renting a home or apartment ☐ In a hospital

☐ Staying with friends ☐ In a mental health facility

☐ Living with parents/ relatives ☐ In a substance abuse treatment program

☐ Living in subsidized housing ☐ In foster care

☐ Other

11. What do you think is the primary event or condition that led to your homelessness? (Please choose the main reason. Shade only 1)

☐ Lost job ☐ Hospitalization/treatment program

☐ Eviction ☐ Family/ domestic violence

☐ Landlord sold/ stopped renting or re-used property ☐ Incarceration

☐ Landlord raised rent ☐ Got too old for foster care

☐ Alcohol or drug use ☐ Divorced or separated

☐ Lost my home to foreclosure ☐ Hurricane Katrina

☐ Illness or medical problem ☐ Other natural disaster/ fire/ flood

☐ Mental health issues ☐ Asked to leave for being Lesbian, Gay, Bisexual, or Transgender

☐ Argument/family or friend asked you to leave ☐ Other

☐ Don't know/ decline to state

12. What is keeping you from getting permanent housing? (Shade all that apply)

☐ Can't afford rent ☐ No transportation

☐ No job / no income ☐ Bad credit

☐ No money for moving costs (security deposit, first and/or last month rent) ☐ Eviction record

☐ No housing available ☐ Criminal record

☐ Other _____ ☐ Don't want to

☐ Other _____

13. Are you currently using any of the following services/ assistance? (Shade all that apply)

☐ Emergency shelter ☐ Job training

☐ Transitional housing ☐ Legal assistance

☐ Free meals ☐ Health services

☐ Food pantry ☐ Mental health services

☐ Bus passes ☐ Alcohol/ Drug counseling

☐ Project Homeless Connect ☐ Other _____

☐ Shelter day services/ drop in center ☐ Not using any services

☐ Case Management/ HOT Team

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(Office use)

14. Are you currently receiving any of the following forms of government assistance? (Shade all that apply)

- ☐ Food Stamps ☐ SSI (Supplemental Security Income) / SSDI
☐ Medi-Cal/ Medi-Care ☐ CalWORKS/ TANF
☐ Medical ☐ VA Disability Compensation
☐ Veteran's Benefits ☐ Other government assistance
☐ WIC (State disability benefits, workers
☐ Social Security compensation, unemployment, etc.)
☐ CAAP/ GA

(If yes to any of these, go to question 15)

- ☐ I am not currently receiving any of these
 (Ask question 14a)

14a. If you are not receiving any government assistance, why not? (Shade all that apply)

- ☐ Don't think I'm eligible ☐ I have applied for one or more of
 these services, and I am
☐ Have no ID currently waiting for approval
☐ No permanent address
☐ No transportation ☐ Don't know where to go
☐ Never applied ☐ Turned down
☐ Benefits were cut off ☐ Will apply soon
☐ Immigration issues ☐ Don't need government
 assistance
☐ I am afraid my children will be
 taken away from me ☐ Paper work too difficult
☐ Other _____

15. What is your total (gross) monthly income from all Government benefits? (County, State, Federal monies) (Shade only 1)

- ☐ Zero ☐ \$301 - \$400 ☐ \$701 - \$800
☐ \$1 - \$100 ☐ \$401 - \$500 ☐ \$801 - \$900
☐ \$101 - \$200 ☐ \$501 - \$600 ☐ \$901 - \$1000
☐ \$201 - \$300 ☐ \$601 - \$700 ☐ Over \$1000

16. Are you currently employed? (Shade only 1)

- ☐ No, unemployed (Continue with 16a)
☐ Yes, part time (Skip to question 17)
☐ Yes, full time (Skip to question 17)

16a. What is keeping you from getting employment? (Shade all that apply)

- ☐ Need education ☐ No child care
☐ Need training ☐ No permanent address
☐ Need clothing ☐ No transportation
☐ No shower facilities ☐ No tools for trade
☐ No phone ☐ No work permit (No S.S. #)
☐ Physical health problems ☐ No photo identification
☐ Physical disability ☐ Don't want to work
☐ Mental health problems ☐ No job
☐ Mental disability ☐ Retired
☐ Criminal record ☐ Spouse/partner doesn't
 want me to work
☐ Alcohol/drug issue ☐ Other _____

17. Do you panhandle, or ask people for money or spare change?

- ☐ Yes (Continue with question 17a and 17b)
☐ No (Skip to question 18)

17a. How many days a month do you panhandle?

_____ days (Office use)

17b. In a typical month, how much money do you make from panhandling (in dollars)?

\$ _____ (Office use)

18. What are your other sources of income? (Shade all that apply)

- ☐ Family / friends ☐ Selling other found items
☐ Pension ☐ Selling blood / plasma
☐ Child support ☐ Sex work
☐ Recycling ☐ Other _____

19. What is your total (gross) monthly income from all non-Government sources? (Job, panhandling, recycling, etc.)

- ☐ Zero ☐ \$301 - \$400 ☐ \$701 - \$800
☐ \$1 - \$100 ☐ \$401 - \$500 ☐ \$801 - \$900
☐ \$101 - \$200 ☐ \$501 - \$600 ☐ \$901 - \$1000
☐ \$201 - \$300 ☐ \$601 - \$700 ☐ Over \$1000

20. Do you have any children, living with you or not?

- ☐ Yes (Ask question 20a)
☐ No (Skip to question 21)

20a. Do you have any children: (Shade all that apply)

- 1 2 3 4 5 6+
☐ 18 or over living with you How many? ☐ ☐ ☐ ☐ ☐ ☐ ☐
☐ In foster care How many? ☐ ☐ ☐ ☐ ☐ ☐ ☐

- ☐ Under 18 living with you How many? ☐ ☐ ☐ ☐ ☐ ☐ ☐
 Are they in school? ☐ Yes ☐ No ☐ No, my kids are under 6

21. Since you became homeless this last time, have you needed medical care and been unable to receive it?

- ☐ Yes ☐ No

22. Where do you usually get medical care? (Shade only 1)

- ☐ Hospital emergency room ☐ Private doctor
☐ Urgent care clinic ☐ Friends / family
☐ Public health clinic ☐ Don't ever go
☐ Veterans Affairs Clinic ☐ Other
☐ Free clinic/community clinic

22a. How many times in the last 12 months have you used the emergency room for any treatment?

_____ times (Office use)

23. How many nights, if any, have you spent in jail or prison during the last 12 months?

_____ nights (Office use)

24. Are you currently on probation or parole?

- ☐ Yes ☐ No ☐ Declined to state

24a. Were you on probation or parole at the time you most recently became homeless?

- ☐ Yes ☐ No ☐ Declined to state

25. Are you currently experiencing any of the following:

- 25a. Physical disability** ☐ Yes ☐ No ☐ Declined to state
25b. Mental illness ☐ Yes ☐ No ☐ Declined to state
25c. Depression ☐ Yes ☐ No ☐ Declined to state
25d. Alcohol abuse ☐ Yes ☐ No ☐ Declined to state
25e. Drug abuse ☐ Yes ☐ No ☐ Declined to state
25f. Getting prescription medication ☐ Yes ☐ No ☐ Declined to state
25g. Domestic/partner violence or abuse ☐ Yes ☐ No ☐ Declined to state
25h. Chronic health problems ☐ Yes ☐ No ☐ Declined to state
25i. AIDS/HIV related illness ☐ Yes ☐ No ☐ Declined to state
25j. Post-traumatic stress disorder (PTSD) ☐ Yes ☐ No ☐ Declined to state
25k. Developmental disability (A chronic condition that significantly limits a person's ability to speak, hear, see, walk, learn, or perform fundamental tasks) ☐ Yes ☐ No ☐ Declined to state

26. Were you ever in foster care? (Before your 18th birthday, were you ever removed from your home by the state, county, or court and sent to live with people other than your mother or father?)

- ☐ Yes ☐ No

27. What is the highest level of education you have completed?

- ☐ Less than 6th Grade ☐ Technical Certificate
☐ Less than high school diploma ☐ AA/ AS degree
☐ High school diploma/GED ☐ BA/ BS degree
☐ Some college, no degree ☐ Advanced degree
 (master's, PhD, etc.)

28. Do you usually get enough to eat on a daily basis?

- ☐ Yes ☐ Sometimes ☐ No

6627490958 **Encuesta de Personas Desamparadas del 2009 de San Francisco** (Office use)

RECHAZOS _____ Fecha de la Entrevista: _____

Nombre del Entrevistador: _____ (Office use)

Vecindario-lugar: _____ (Office use)

Iniciales del Entrevistado: 1 Nombre _____ 2 Nombre _____ Apellido _____

(Entrevistador: Lea la pregunta y las opciones de respuesta) al entrevistado)

Marque los círculos así: ☐ y NO así: ☒

1. Cuál es su fecha de nacimiento?

Mes _____ Día _____ Año _____

(Office use) (Office use) (Office use)

2. A qué grupo étnico/racial considera Ud. que pertenece? (Marque solo 1 respuesta)

☐ Blanco/Caucásico ☐ Nativo Americano/Nativo de Alaska
☐ Negro/Afroamericano ☐ Asiático
☐ Hispano/Latino ☐ Otro/Multi-étnico

3. Como se identifica usted?

☐ Hombre ☐ Mujer ☐ Transgénero

4. Prestó servicio a las fuerzas armadas de los Estados Unidos? (Milicia Regular, Guardia Nacional, o en una unidad militar como Reservista)

☐ Si (Continúe con la pregunta 4a)
☐ No (Vaya a la pregunta 5)

4a. En qué condiciones se retiró del servicio militar?

☐ Honorable ☐ Otro distinto a honorable ☐ Otro
☐ General ☐ No honorable ☐ No sabe

5. Vive Ud solo, es decir sin familia, pareja o amigos?

☐ Si (Vaya a la pregunta 5i)
☐ No (Siga con la pregunta 5a)

5a. Actualmente Ud vive con: (Marque las que apliquen)

☐ Espos(a)/pareja ☐ Otros miembros de la familia
☐ Con niños/hijos ☐ Amigos
☐ Padres o tutor legal ☐ Otro

6. Donde se queda Ud. generalmente en las noches? (Marque solo 1 respuesta)

☐ Al aire libre/calles/parques ☐ Un lugar en una casa que normalmente NO se utiliza para dormir (cocina, sala, etc)
☐ Garage/átrio/sótano sin modificación ☐ Refugio de emergencia
☐ Patio o estructura de bodega ☐ Lugares públicos (estación de tren o bus, transit center, etc)
☐ Motel/hotel ☐ Hogar de paso/transitorio
☐ Otro tipo de refugio
☐ Otro

☐ Vehículo ☐ Campamento
☐ Van ☐ Cuánta gente vive allí?
☐ Camper ☐ Cuántas personas incluyéndose
☐ Edificio abandonado ☐ Ud se quedan ahí?

7. Es la primera vez que ha estado sin hogar/desamparado?

☐ Si (Vaya a la pregunta 8i)
☐ No (Siga con la pregunta 7a)

7a. En los últimos 12 meses cuántas veces, incluyendo esta, ha sido una persona sin hogar? (Marque solo 1 respuesta)

☐ Una vez ☐ 3 veces ☐ 5 veces
☐ 2 veces ☐ 4 veces ☐ 6 veces ☐ Mas de 6 veces

7b. En los últimos 3 años cuántas veces, incluyendo esta, ha sido una persona sin hogar? (Marque solo 1 respuesta)

☐ Una vez ☐ 3 veces ☐ 5 veces
☐ 2 veces ☐ 4 veces ☐ 6 veces ☐ Mas de 6 veces

8. Hece cuanto ha estado sin hogar desde la última vez que vivió en un hogar permanente? (Marque solo 1 respuesta)

☐ 7 días o menos ☐ 4 meses ☐ 8 meses ☐ 12 meses
☐ 8 -30 días ☐ 5 meses ☐ 9 meses ☐ 1-2 años
☐ 2 meses ☐ 6 meses ☐ 10 meses ☐ 2-3 años
☐ 3 meses ☐ 7 meses ☐ 11 meses ☐ Mas de 3 años

9. Donde estaba viviendo la última vez que se convirtió en persona sin hogar? (Marque solo 1 respuesta)

☐ San Francisco (Continúe con la pregunta 9a)
☐ Condado de Alameda
☐ Condado de Contra Costa
☐ Condado de Marin
☐ Condado de San Mateo
☐ Condado de Santa Clara
☐ Otro condado en California
☐ En otro estado

(Vaya a la pregunta 9b)

9a. Cuanto tiempo había vivido en San Francisco antes de convertirse en persona sin hogar? (Marque 1 respuesta)

☐ 7 días o menos ☐ 4 - 6 meses ☐ 3 - 5 años
☐ 8 - 30 días ☐ 7 - 11 meses ☐ 6 - 10 años
☐ 1 - 3 meses ☐ 1 - 2 años ☐ Mas de 10 años

(Vaya a la pregunta 10)

9b. Cual fue la principal razón que lo trajo a San Francisco? (Marque solo 1 respuesta)

☐ Por un trabajo / buscando trabajo ☐ Para acceder a clínica y servicios para veteranos
☐ Yo nací y crecí aquí ☐ Para acceder a servicios para desamparados
☐ Mi familia y/o amigos viven aquí ☐ Fui obligado a salir de mi anterior comunidad
☐ Estaba viajando y me dejaron aquí ☐ Solamente estoy de paso
☐ Estaba de visita y decidí quedarme ☐ Otro
☐ El clima ☐ Otro

10. Inmediatamente antes de convertirse en persona sin hogar esta última vez, usted estaba... (Marque solo 1 respuesta)

☐ Viviendo en un lugar suyo o de su pareja ☐ En la cárcel/prisión
☐ Arrendando casa/apto ☐ En un hospital
☐ Quedándose con amigos ☐ Centro de rehabilitación de drogas
☐ Viviendo con familiares ☐ En un foster care
☐ Viviendo en un hogar subsidiado ☐ Otro
☐ En una institución de salud mental

11. Cuál piensa Ud. que fue el principal evento o situación que lo llevó a su actual condición de persona sin hogar? (Marque solo 1 respuesta)

☐ Perdió el trabajo ☐ Violencia doméstica/familiar
☐ Orden de desalojo ☐ Hospitalización/prog tratamiento
☐ La vivienda fue vendida o no fue rentada mas ☐ Haber estado encarcelado
☐ Incremento de la renta ☐ Edad de salida del foster care
☐ Uso de alcohol o drogas ☐ Se separó o divorció
☐ Perdió su casa por falta de dinero ☐ Huracán Katrina
☐ Enfermo o con probl. medicos ☐ Otro desastre natural / incendio/ inundación, etc
☐ Asuntos de salud mental ☐ Por ser homosexual, bisexual o transgénero
☐ Pesea con familiar/amigo que le pidió que se fuera ☐ Otro
☐ No sabe/no desea responder

12. Qué es lo que le impide poder tener un lugar para vivir de manera permanente? (Marque las que apliquen)

☐ No puede pagar la renta ☐ Sin transporte
☐ Sin trabajo / ingresos ☐ Mal crédito
☐ Costos iniciales de renta (depósito de seguridad, pago del primer y/o último mes de renta) ☐ Historia de desalojo
☐ No hay disponibilidad de vivienda ☐ Historia de crimen judicial
☐ No desea hacerlo ☐ Otro

13. Recibe alguna de las siguientes formas de asistencia? (Marque las que apliquen)

☐ Refugio de emergencia ☐ Capacitación laboral
☐ Hogar transitorio ☐ Asistencia legal
☐ Alimentos gratis ☐ Servicios de salud
☐ Food pantry ☐ Servicios de salud mental
☐ Fichas para el bus ☐ Consejería para alcohol/ drogas
☐ Project Homeless Connect ☐ Otro
☐ Servicios diarios de refugio ☐ No usa ningún servicio
☐ Case Management/ HOT Team

Appendix D: Survey Results

Please note that missing values (i.e., questions to which the survey respondent did not provide an answer) have been intentionally omitted from these survey results. In addition, some questions were asked only of a subset of the respondents, based on their response to a prior question.

Therefore, the total number of respondents for each question may not equal the total number of surveys administered.

1. Age

Response	Frequency	Percent
13 - 17 years	1	0.2%
18 - 21 years	15	2.8%
22 - 30 years	65	12.2%
31 - 40 years	112	21.1%
41 - 50 years	192	36.2%
51 - 60 years	126	23.7%
More than 60 years	20	3.8%
Total	531	100.0%

2. Which racial / ethnic group do you identify with the most?

Response	Frequency	Percent
White / Caucasian	198	37.3%
Black / African American	184	34.7%
Hispanic / Latino	79	14.9%
Other / Multi-ethnic	38	7.2%
American Indian / Alaskan Native	20	3.8%
Asian	7	1.3%
Pacific Islander	5	0.9%
Total	531	100.0%

3. How do you identify yourself?

Response	Frequency	Percent
Male	414	78.4%
Female	108	20.5%
Transgender	6	1.1%
Total	528	100.0%

4. Have you ever served in the United States Armed Forces?

Response	Frequency	Percent
Yes	91	17.2%
No	439	82.8%
Total	530	100.0%

4a. If yes, what is your discharge status?

Response	Frequency	Percent
Honorable	59	67.0%
General	10	11.4%
Other than Honorable	8	9.1%
Dishonorable	3	3.4%
Other	6	6.8%
Don't know	2	2.3%
Total	88	100.0%

5. Do you live alone without family, partner, or friends?

Response	Frequency	Percent
Yes	396	75.1%
No	131	24.9%
Total	527	100.0%

5a. If no, do you live with:

Response	Frequency	Percent
Friend(s)	44	36.1%
Spouse or partner	42	34.4%
Other family member(s)	10	8.2%
Child / children	7	5.7%
Parent or legal guardian	2	1.6%
Other	25	20.5%

Multiple response question with 122 respondents offering 130 responses.

6. Where do you usually stay at night?

Response	Frequency	Percent
Outdoors / streets / parks	265	50.3%
Emergency shelter	126	23.9%
Public facilities (train station, bus depot, transit center, etc.)	27	5.1%
Motel / hotel	22	4.2%
A place in a house not normally used for sleeping (kitchen, living room, etc.)	20	3.8%
Other shelter	13	2.5%
Automobile	12	2.3%
Encampment	7	1.3%
Van	7	1.3%
Backyard or storage structure	5	0.9%
Camper	5	0.9%
Unconverted garage / attic / basement	3	0.6%
Transitional housing	3	0.6%
Abandoned building	2	0.4%
Other	10	1.9%
Total	527	100.0%

7. Is this the first time you have been homeless?

Response	Frequency	Percent
Yes	238	44.6%
No	296	55.4%
Total	534	100.0%

7a. If yes, in the last 12 months how many times have you been homeless, including this present time?

Response	Frequency	Percent
One time	348	66.5%
2 times	57	10.9%
3 times	30	5.7%
4 times	5	1.0%
5 times	9	1.7%
6 times	6	1.1%
More than 6 times	68	13.0%
Total	523	100.0%

7b. If yes, in the last 3 years how many times have you been homeless, including this present time?

Response	Frequency	Percent
One time	298	57.0%
2 times	63	12.0%
3 times	46	8.8%
4 times	15	2.9%
5 times	11	2.1%
6 times	7	1.3%
More than 6 times	83	15.9%
Total	523	100.0%

8. How long have you been homeless since you last lived in a permanent housing situation?

Response	Frequency	Percent
7 days or less	5	0.9%
8 - 30 days	8	1.5%
2 months	20	3.8%
3 months	20	3.8%
4 months	13	2.4%
5 months	9	1.7%
6 months	24	4.5%
7 months	8	1.5%
8 months	8	1.5%
9 months	18	3.4%
10 months	5	0.9%
11 months	5	0.9%
12 months	22	4.1%
1 - 2 years	64	12.0%
2 - 3 years	61	11.4%
More than 3 years	243	45.6%
Total	533	100.0%

9. Where were you living right before you most recently became homeless?

Response	Frequency	Percent
San Francisco	418	78.3%
Out of state	46	8.6%
Other county in California	37	6.9%
Alameda County	15	2.8%
Contra Costa County	7	1.3%
San Mateo County	7	1.3%
Marin County	3	0.6%
Santa Clara County	1	0.2%
Total	534	100.0%

9a. If you were living in San Francisco, how long had you lived in the City before becoming homeless?

Response	Frequency	Percent
7 days or less	68	16.6%
8 - 30 days	4	1.0%
1 - 3 months	15	3.7%
4 - 6 months	14	3.4%
7 - 11 months	9	2.2%
1 - 2 years	33	8.1%
3 - 5 years	52	12.7%
6 - 10 years	38	9.3%
More than 10 years	176	43.0%
Total	409	100.0%

9b. What was the primary reason you came to San Francisco?

Response	Frequency	Percent
For a job / seeking work	38	24.2%
My family and / or friends are here	23	14.6%
I visited and decided to stay	23	14.6%
I was traveling and got stranded	18	11.5%
To access homeless services	18	11.5%
Weather / climate	8	5.1%
I was born or grew up here	7	4.5%
I was forced out of my previous community	3	1.9%
I am just passing through	3	1.9%
To access VA services and / or VA clinic	0	0.0%
Other	16	10.2%
Total	157	100.0%

10. Immediately before you became homeless this last time, were you:

Response	Frequency	Percent
Renting a home or apartment	242	45.4%
Living with parents / relatives	98	18.4%
Staying with friends	68	12.8%
Living in a home owned by you or your partner	53	9.9%
In jail or prison	17	3.2%
Living in subsidized housing	14	2.6%
In a substance abuse treatment program	4	0.8%
In foster care	2	0.4%
In a hospital	0	0.0%
In a mental health facility	0	0.0%
Other	35	6.6%
Total	533	100.0%

11. What do you think is the primary event that led to your homelessness?

Response	Frequency	Percent
Lost job	134	25.2%
Alcohol or drug use	81	15.2%
Argument / family or friend asked you to leave	51	9.6%
Eviction	28	5.3%
Divorced or separated	26	4.9%
Incarceration	24	4.5%
Mental health issues	18	3.4%
Family / domestic violence	18	3.4%
Don't know / decline to state	14	2.6%
Landlord sold / stopped renting or re-used property	10	1.9%
Illness or medical problem	9	1.7%
Landlord raised rent	8	1.5%
Lost my home to foreclosure	7	1.3%
Death in family	6	1.1%
Hospitalization / treatment program	4	0.8%
Got too old for foster care	3	0.6%
Hurricane Katrina	3	0.6%
Other natural disaster / fire / flood	3	0.6%
Asked to leave for being Lesbian, Gay, Bisexual, or Transgender	0	0.0%
Other	85	16.0%
Total	532	100.0%

12. What is keeping you from getting permanent housing?

Response	Frequency	Percent
Can't afford rent	275	51.8%
No job / no income	232	43.7%
No money for moving costs (security deposit, first and / or last month rent)	79	14.9%
No housing available	74	13.9%
Don't want to	32	6.0%
Criminal record	24	4.5%
Eviction record	17	3.2%
Bad credit	10	1.9%
No transportation	9	1.7%
Physical health problem	5	0.9%
AOD (alcohol & other drugs) problems	5	0.9%
Other	64	12.1%

Multiple response question with 531 respondents offering 826 responses.

13. Are you currently using any of the following services / assistance?

Response	Frequency	Percent
Free meals	410	77.8%
Emergency shelter	238	45.2%
Shelter day services / drop in center	228	43.3%
Project Homeless Connect	223	42.3%
Health services	143	27.1%
Food pantry	73	13.9%
Mental health services	58	11.0%
Bus passes	48	9.1%
Case management / SF FIRST (HOT) Team	47	8.9%
Alcohol / drug counseling	45	8.5%
Not using any services	45	8.5%
Transitional housing	20	3.8%
Legal assistance	20	3.8%
Job training	7	1.3%
Other	10	1.9%

Multiple response question with 527 respondents offering 1,615 responses.

14. Are you currently receiving any of the following forms of government assistance?

Response	Frequency	Percent
Food Stamps	202	37.9%
CAAP / GA	113	21.2%
SSI (Supplemental Security Income) / SSDI	112	21.0%
Medicaid / Medicare / Medi-Cal	39	7.3%
Social Security	35	6.6%
Veteran's benefits	11	2.1%
Other governmental assistance (State disability benefits, workers compensation, unemployment, etc.)	5	0.9%
VA disability compensation	4	0.8%
CalWORKS / TANF	3	0.6%
WIC	2	0.4%
I am not currently receiving any of these	182	34.1%

Multiple response question with 533 respondents offering 708 responses.

14a. If you are not receiving any government assistance, why not?

Response	Frequency	Percent
Never applied	33	18.4%
Don't think I'm eligible	30	16.8%
Don't need government assistance	30	16.8%
Have no identification	25	14.0%
Will apply soon	23	12.8%
Paper work too difficult	17	9.5%
No permanent address	15	8.4%
Turned down	15	8.4%
Benefits were cut off	13	7.3%
Immigration issues	12	6.7%
I have applied for one or more of these services, and I am currently waiting for approval	11	6.1%
Don't know where to go	6	3.4%
No transportation	1	0.6%
I'm afraid my children will be taken away from me	1	0.6%
Other	5	2.8%

Multiple response question with 179 respondents offering 237 responses.

15. What is your total (gross) monthly income from all government benefits?

Response	Frequency	Percent
Zero	243	46.6%
\$1 - \$100	70	13.4%
\$101 - \$200	23	4.4%
\$201 - \$300	5	1.0%
\$301 - \$400	19	3.6%
\$401 - \$500	21	4.0%
\$501 - \$600	8	1.5%
\$601 - \$700	7	1.3%
\$701 - \$800	8	1.5%
\$801 - \$900	26	5.0%
\$901 - \$1000	69	13.2%
Over \$1000	23	4.4%
Total	522	100.0%

16. Are you currently employed?

Response	Frequency	Percent
No, unemployed	491	92.3%
Yes, part time	30	5.6%
Yes, full time	11	2.1%
Total	532	100.0%

16a. If no, what is keeping you from getting employment?

Response	Frequency	Percent
No permanent address	130	26.6%
Need clothing	76	15.6%
No phone	74	15.2%
Physical disability	70	14.3%
No shower facilities	66	13.5%
No jobs	63	12.9%
Physical health problems	59	12.1%
Alcohol / drug issue	59	12.1%
Mental disability	59	12.1%
Need training	58	11.9%
No photo identification	52	10.7%
Need education	45	9.2%
Mental health problems	42	8.6%
No transportation	39	8.0%
Criminal record	34	7.0%
Don't want to work	27	5.5%
No work permit (No S.S. #)	23	4.7%
No tools for trade	13	2.7%
Retired	11	2.3%
No child care	5	1.0%
Spouse / partner doesn't want me to work	0	0.0%
Other	33	6.8%

Multiple response question with 488 respondents offering 1,038 responses.

17. Do you panhandle or ask people for money or spare change?

Response	Frequency	Percent
Yes	172	33.0%
No	350	67.0%
Total	522	100.0%

17a. If yes, how many days a month do you panhandle?

Response	Frequency	Percent
1 - 5 days	52	31.0%
6 - 10 days	28	16.7%
11 - 20 days	37	22.0%
21 - 25 days	7	4.2%
More than 25 days	44	26.2%
Total	168	100.0%

17b. If yes, in a typical month, how much money do you make from panhandling?

Response	Frequency	Percent
Less than \$20	38	24.2%
\$21 - \$50	34	21.7%
\$51 - \$100	36	22.9%
\$101 - \$200	26	16.6%
\$201 - \$300	17	10.8%
More than \$300	6	3.8%
Total	157	100.0%

18. What are your other sources of income?

Response	Frequency	Percent
Recycling	117	43.7%
Family / friends	87	32.5%
Selling other found items	59	22.0%
Sex work	18	6.7%
Selling blood / plasma	7	2.6%
Pension	6	2.2%
Child support	3	1.1%
Other	63	23.5%

Multiple response question with 268 respondents offering 360 responses.

19. What is your total (gross) monthly income from all non-government sources?

Response	Frequency	Percent
Zero	208	40.1%
\$1 - \$100	169	32.6%
\$101 - \$200	38	7.3%
\$201 - \$300	44	8.5%
\$301 - \$400	18	3.5%
\$401 - \$500	8	1.5%
\$501 - \$600	5	1.0%
\$601 - \$700	5	1.0%
\$701 - \$800	5	1.0%
\$801 - \$900	3	0.6%
\$901 - \$1000	4	0.8%
Over \$1000	12	2.3%
Total	519	100.0%

20. Do you have any children, living with you or not?

Response	Frequency	Percent
Yes	158	29.6%
No	376	70.4%
Total	534	100.0%

20a. If yes, do you have any children who are:

Response	Frequency	Percent
18 or over living with you	10	43.5%
In foster care	6	26.1%
Under 18 living with you	11	47.8%

Multiple response question with 23 respondents offering 27 responses.

20a1. If you have children, how many children 18 or over are living with you?

Response	Frequency	Percent
One child	5	50.0%
Two children	4	40.0%
Six or more children	1	10.0%
Total	10	100.0%

20a2. If you have children, how many children are in foster care?

Response	Frequency	Percent
One child	3	50.0%
Two children	2	33.3%
Three children	1	16.7%
Total	6	100.0%

20a3. If you have children, how many children under 18 are living with you?

Response	Frequency	Percent
One child	5	45.5%
Two children	4	36.4%
Three children	1	9.1%
Five children	1	9.1%
Total	11	100.0%

20b. If your children are under 18 and living with you, are they enrolled in school?

Response	Frequency	Percent
Yes	6	66.7%
No	0	0.0%
No, my kids are under 6	3	33.3%
Total	9	100.0%

21. Since you became homeless this last time, have you needed medical care and been unable to receive it?

Response	Frequency	Percent
Yes	121	23.1%
No	402	76.9%
Total	523	100.0%

22. Where do you usually get medical care?

Response	Frequency	Percent
Hospital emergency room	147	28.2%
Public health clinic	139	26.7%
Free clinic / community clinic	136	26.1%
Veterans Affairs Clinic	26	5.0%
Urgent care clinic	24	4.6%
Don't ever go	23	4.4%
Private doctor	8	1.5%
Friends / family	0	0.0%
Other	18	3.5%
Total	521	100.0%

22a. How many times in the last 12 months have you used the emergency room for any treatment?

Response	Frequency	Percent
Never	183	41.3%
1 time	105	23.7%
2 times	75	16.9%
3 times	35	7.9%
4 times	20	4.5%
5 times	3	0.7%
More than 5 times	22	5.0%
Total	443	100.0%

23. How many nights, if any, have you spent in jail or prison during the last 12 months?

Response	Frequency	Percent
0 nights	373	74.0%
1 - 5 nights	71	14.1%
6 - 10 nights	14	2.8%
11 - 20 nights	9	1.8%
21 - 50 nights	17	3.4%
More than 50 nights	20	4.0%
Total	504	100.0%

24. Are you currently on probation or parole?

Response	Frequency	Percent
Yes	75	14.4%
No	435	83.3%
Declined to state	12	2.3%
Total	522	100.0%

24a. Were you on probation or parole at the time you most recently became homeless?

Response	Frequency	Percent
Yes	60	11.9%
No	432	85.7%
Declined to state	12	2.4%
Total	504	100.0%

25. Are you currently experiencing any of the following:

	Yes	No	Declined to state
25a. Physical disability	36.5%	62.7%	0.8%
	184	316	4
25b. Mental illness	30.3%	68.5%	1.2%
	151	342	6
25c. Depression	54.7%	44.0%	1.3%
	286	230	7
25d. Alcohol abuse	32.3%	66.9%	0.8%
	163	338	4
25e. Drug abuse	31.1%	67.7%	1.2%
	155	338	6
25f. Getting prescription medication	34.3%	65.2%	0.4%
	169	321	2
25g. Domestic / partner violence or abuse	9.3%	90.1%	0.6%
	47	454	3
25h. Chronic health problems	33.7%	66.1%	0.2%
	170	334	1
25i. AIDS / HIV related illness	3.8%	96.0%	0.2%
	19	474	1
25j. Post-traumatic stress disorder (PTSD)	29.4%	69.0%	1.6%
	147	345	8
25k. Developmental disability (A chronic condition that significantly limits a person's ability to speak, hear, see, walk, learn, or perform fundamental tasks)	12.4%	86.2%	1.4%
	63	439	7

26. Were you ever in foster care?

Response	Frequency	Percent
Yes	88	16.9%
No	433	83.1%
Total	521	100.0%

27. What is the highest level of education you have completed?

Response	Frequency	Percent
Less than high school diploma	135	25.6%
High school diploma / GED	208	39.5%
Some college, no degree	112	21.3%
AA / AS degree	19	3.6%
BA / BS degree	21	4.0%
Technical Certificate	13	2.5%
Less than 6th Grade	9	1.7%
Advanced degree	10	1.9%
Total	527	100.0%

28. Do you usually get enough to eat on a daily basis?

Response	Frequency	Percent
Yes	322	61.5%
Sometimes	102	19.5%
No	100	19.1%
Total	524	100.0%

Appendix E: Survey Administration Detail

- The *2009 San Francisco Homeless Count Survey* was administered by the trained survey team between February 4, 2009 and February 20, 2009.
- The refusal rate for participation in the survey, as documented by the survey team, was 5%.
- In all, the survey team administered 541 surveys.
- Seven surveys were removed from the survey sample, after screening for duplication was conducted by Applied Survey Research.
- The sample of valid surveys totaled 534.
- Of the 534 valid surveys, 491 (92%) were conducted in English.
- Of the 534 valid surveys, 43 (8%) were conducted in Spanish.

Appendix F: Map of Supervisor Districts and Homeless Count Routes



